Warm-up Questions - 5 minutes

* What medical equipment have you been prescribed?
  + ***“Do you mean prescriptions? I don’t get any medical supplies. I use the pharmacy for medicine. I have a belt for my back. The chiropractor sent it to my house. I haven’t had to reorder it. The chiropractor asked me questions and I told him my back was hurting a lot. He thought the brace would help me. I don’t know how I would reorder it. I didn’t know I could order stuff. I don’t know what it’s called. A back brace? I also order glucose testing strips.”***
* Have you ordered accessories for your medical equipment online before? If yes, how was your last experience? If no, move on to the task.

Interview - 20 minutes

*Task: Order a mask strap for CPAP and glucose testing strips.* You need to order a mask strap for your CPAP and some glucose testing strips. Using this prototype, can you show me how you'd do that from here? It would really help me if you could talk me through what you are thinking as you figure out how to do this on the website.

- Observe what they do first: Participants may try to find either mask traps or glucose testing strips first, remember to ask “Which one are you looking for” before they click on something on MHV home (for all 3 options).

- Questions for Option 1:

* ***“I would go to refill VA prescription and order medical supplies. That’s where I’d go to order glucose testing strips. Maybe medications and medical supplies list? Refill is when you already have it and need to get more. The list is listing all the things you can get. I would say the Medications and medical supplies list. I should be able to see the strips so I can order them. If I already get the strips, would I go to refill? I would go to Refill VA prescription and order medical supplies. I would click on the box next to glucose testing strips. I didn’t know I could do that. I would always go to my prescriptions in MHV and order my glucose testing strips. I can see everything better and it’s clearer. It tells you exactly what you need to do. In MHV, there is a lot of stuff in a small place. Sometimes it’s hard to see. This is clearer.”***
* ***“I think it’s great because you only have to go to one place. Nothing confuses me. Everything is clear and understandable. When I see Ibuprofen, it clearly states what it is.”***
* ***“5.”***
* ***“I put a check mark next to mask strap. It was very easy.”***
* If they are unsure which link to click, ask "What confuses you, OR what are you thinking?"
* Before you click on anything, tell me what you're thinking and what you'd click on next.
* What do you expect to see when you click...? (regardless of what they click)
  + *If they click before you ask this question: Is this what you were expecting to see?"*

Wherever they land on the next step, ask:

* What is this page, OR what's the purpose of this page?
* What do you like and dislike about this page?
* (If applicable, to remind them) What would you do from here to order a mask strap for your CPAP? Or what would you do from here to order glucose testing strips?
* After they do something, ask "Is this what you expected to see?"

After completing the task:

* How easy or hard was it to find where to order the mask strap? 5 being the easiest and 1 being the hardest. Why?
* How easy or hard was it to find where to order glucose testing strips ? 5 being the easiest and 1 being the hardest. Why?
* What did you find the easiest and most difficult about this activity?

- Questions for Option 2:

* ***“Click Refill VA prescription and click glucose testing strips. This is what I was expecting to see. It was a 5.”***
* ***“I am seeing if it’s on this refill prescriptions list. Seeing the last prototype, I would think it would be on this page. Now that I’m thinking about it, I wouldn’t expect it on this page because it says Refill prescriptions. Maybe it’s under the supply list instead of prescriptions. I would go to Order medical supplies. This is what I expected to see. I would put a check mark in the box next to mask strap. 5.”***
* ***“The medical supply list is not really prescriptions you would get at the pharmacy.”***
* ***“I looked in prescriptions first for the testing strips because that’s where I see them now. They are under pharmacy. Current MHV. I would put testing strips under supplies.”***
* If they are unsure which link to click on, ask "What confuses you, OR what are you thinking?"
* Before they click on either one of the links under Medications and medical supplies card on MHV home, ask "What do you think the differences are?” (Only if they are confused) What do you find confusing? How would you change it to make it less confusing?
* What do you expect to see when you click...? (regardless of what they click)
  + *If they click before you ask this question: Is this what you were expecting to see?"*

Wherever they land on the next step, ask:

* What is this page, OR what's the purpose of this page?
* What do you like and dislike about this page?
* (If applicable, to remind them) What would you do from here to order a mask strap for your CPAP? Or what would you do from here to order glucose testing strips?
* After they do something, ask "Is this what you expected to see?"

After completing the task:

* How easy or hard was it to find where to order the mask strap? 5 being the easiest and 1 being the hardest. Why?
* How easy or hard was it to find where to order glucose testing strips ? 5 being the easiest and 1 being the hardest. Why?
* What did you find the easiest and most difficult about this activity?

- Questions for Option 3:

* ***“My first thought is to go to Refill VA prescriptions because of how it is now. I’d put a check mark in the box. 5.”***
* ***“I would go back. Order medical supplies. Put a check mark next to mask strap.”***
* If they are unsure which link to click on, ask "What confuses you, OR what are you thinking?"
* Can you describe what you expect to see after you click on...?
* Observe and see if they know they need to click on the "refill and order" link to order the mask strap or testing strips, or do they go to the list page?

Wherever they land on the next step, ask:

* What is this page, OR what's the purpose of this page?
* What do you like and dislike about this page?
* (If applicable, to remind them) What would you do from here to order a mask strap for your CPAP? Or what would you do from here to order glucose testing strips?
* If they have difficulties finding the mask strap on the list view page, point it to them, but ask "How would you change it to make it easier to find?"
* After they do something, ask "Is this what you expected to see?"

After completing the task:

* How easy or hard was it to find where to order the mask strap? 5 being the easiest and 1 being the hardest. Why?
* How easy or hard was it to find where to order glucose testing strips ? 5 being the easiest and 1 being the hardest. Why?
* What did you find the easiest and most difficult about this activity?

- Questions after showing all 3 options:

* Which option did you find the easiest for you in terms of finding the mask strap and glucose testing strips and ordering them?
  + ***“I want to go back to the first one with everything combined. This is the easiest. Everything is in one place. You don’t have to go to 2 different screens or remember where the item is.”***
  + ***“It says select prescriptions and supplies, so I know they are all in one. Nothing I would change. This is the easiest.”***
* Based on your understanding and experiences, what are the similarities and differences between medical supplies and medications?
  + ***“Supplies is everything but the prescription. Thinking about it, the glucose strips is not a medication. So, I don’t know if it should go under medical supplies.”***
  + ***“I think testing strips should be in supplies, not prescriptions. I think prescriptions are medicine you take.”***
* If you could change one thing about what you saw today, what would it be?
  + ***“I don’t know the difference between Refill VA prescriptions and order medical supplies and Medications and medical supplies list. I still don’t know what this area is. It sounds like it’s the same as the order page. I don’t know the difference in the two links. I think the list page is to order refills. I thought the other one was saying the same thing. I would get rid of one.”***
  + ***“It’s a lot easier than it is now. This is easy to see. There isn’t anything I don’t like. If you didn’t have any refills left, it wouldn’t show up on the order page, right? I have that problem now. If I got to search for something, and I don’t see it, I have to message my doctor to order an item. I like all the new changes. It only makes it better.”***

Thank you and Closing - 5 minutes

Is there anything else that we haven't talked about that you’d like to share? Do you have any questions for me before we wrap up?