Warm-up Questions - 5 minutes

* What medical equipment have you been prescribed?
  + ***“I’ve been given blood pressure thing, diabetic meter with the strips. The blood pressure thing is a machine that automatically checks blood pressure.”***
* Have you ordered accessories for your medical equipment online before? If yes, how was your last experience? If no, move on to the task.
  + ***“If I’m running out, I go online. I go on VA.gov and get into MHV. It’s ok. I’m used to VA sites. It’s alright. The problem is when I don’t have anything and have to go through the process of messaging my doctor. I started with the VA 2 years ago. So, I’ve reordered about 3 times. The blood pressure cuff was 1 time. The website itself you have to find your way around. If you want prescriptions, appts, etc. You have to find which dropdown and part of the website it’s at. I wish it was just in front of you rather than trying to find the options.”***

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:

* ***“Click on Medical supplies list. I know what refills I’m supposed to have. Order medical supplies means I want something new that the doctor hasn’t given me. If I need a refill, I would go to medical supply list first because that’s what I’m used to. I would expect to see anything I’ve ordered. Even historical orders – stuff I don’t use anymore. I would expect it to show which prescriptions I can reorder, and which ones aren’t active anymore.”***
* ***“I would click on mask strap. I have a lot of medications through the VA. I was thinking if I click on mask strap, it would highlight the box and let me reorder. If it’s not clickable, I guess I go to order medical supplies.”***
* ***“Click order medical supplies. I clicked back. Check mask strap box.”***
* ***“I’m trying to see if the glucose strips are something I can refill or order again. It doesn’t look like it’s an option. Maybe the doctor didn’t order it. I would have to message my doctor. If I was already prescribed and received my initial kit, I would expect to reorder the strips here. If I’ve never been given strips or glucometer, then I don’t think this is the right place for me. I would look for “submit new order” or something.”***
* ***“Maybe Prescriptions. I can’t find any other option. I don’t know if it’s a prescription. I wouldn’t expect testing strips to be in there. Prescriptions to me are medications. Something like a test strip or CPAP are supplies.”***
* 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:

* ***“I like that everything is in one box. I don’t have to look for different tabs, it’s all in one section. It’s not confusing. It makes sense that it’s stuff I need to order. This is nice that they are all here. The header says medications and medical supplies so it’s not confusing.”***
* ***“Click on order. Click on mask strap. Then click submit.”***
* ***“If the testing strips aren’t here, I’ll go to refill. If it’s not in medical supplies, I would think it’s in refill.”***
* ***“If I need to meter or lost it, I would want to click on the strips and order multiple packs. It would be nice if they are together. Anything that has to do with CPAP, should be in one place. Same with the glucose meter and strips.”***
* ***“I would say it was a 4. Mask straps were a 5. Testing strips were a 4. If I go to back to the home page, I would go to order medical supplies instead of prescriptions. I have to go through each tab to find it. Where do I go for the strips? I know in my head the mask straps are a medical supply. To me, it’s out of order. I think the lists should come first or last.”***
* 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:

* ***“I really like this. It’s easy to find. Everything is in one. Now it’s refill prescriptions and order supplies. That makes sense to do it all at once. I don’t know what medications and medical supplies tab means but maybe it’s the list. I like the whole list and history of it. I like this way better.”***
* ***“I would click to refill. Click on mask strap and glucose testing strips and submit order. I like this. If I want to do my medications too, I can do it all in one. What order is it in? It would be good to do alphabetical or last fill/order date. Maybe add a sort button so it’s easier to find. It’s less frustration in getting everything ordered. Would like an option to pre-order a prescription before it’s ready to refill. I’m reminded to reorder when I see I’m running out. Reminders would be a good thing.”***
* ***“4.5. It was so easy. It would be a 5 if it was sorted. If I have 50 some refills, I have to find it. With a long list, alphabetical sorting really helps me.”***
* 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?
  + ***“3rd option was the easiest. 100%. I want the quickest straightforward way. I don’t have to go hunting for it.”***
* Based on your understanding and experiences, what are the similarities and differences between medical supplies and medications?
  + ***“Similarities: have to have doctor order. Have refills and ability to reorder. It’s the same action. Differences: I don’t think of stuff you use as prescriptions. I think of it as supplies. Prescriptions to me are medicine or creams. Something to treat inside or on me.”***
* If you could change one thing about what you saw today, what would it be?
  + ***“It would help me if there is a banner, flag, note or something to let me know there is a new process to reorder. Let me know there is a new feature to alert me. It’s a change in habit.”***

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?