Warm-up Questions - 5 minutes

* What medical equipment have you been prescribed?
  + ***“I use a CPAP machine and I’ve ordered replacement parts. I’ve also ordered medical supplies after a surgery on my foot and for the MOVE! program. Batteries, scale, and other things like that.”***
* Have you ordered accessories for your medical equipment online before? If yes, how was your last experience? If no, move on to the task.
  + ***“I’ve ordered supplies through MHV. I make a request with my doctor, ordered by mail, gone to the VA in person and via link from my provider. Mainly I send secure messages to my doctors on MHV. Messaging gets me what I want and need.”***

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 clicked medical supplies list. If it’s a medical supply, that’s where I should be. I would go back between the order link and list. Click order medical supplies. I don’t see testing strips as an option. I would expect to see them here. I might go back and look at the supply list. If it’s something I needed, I would expect it to show up in that spot.”***
* ***“This is great and what we need to make it intuitive.”***
* ***“I don’t know if testing strips would be considered a prescription. See, there they are. I personally don’t need this so I wouldn’t know where it is. I would think of them as a prescription. They aren’t in a bad place; I just don’t know where they would be based on my experience. It’s intuitive. If it’s not a supply, then I would say it’s a prescription. It’s one or the other. There aren’t a lot of other choices.”***
* ***“If you asked me to find something I already knew, I would know whether it’s a supply or prescription.”***
* ***“A testing strip could be something for different things. For me, I know what they are because my mom uses them. In general, I wouldn’t know what we are testing for. I could have a testing strip that goes in urine, water, etc. Blood and urine we most commonly test for.”***
* ***“Mask strap is clearly a medical supply. Click order medical supplies and check the box.”***
* ***“The list gives all my history. Order will tell me if it’s a prescription and how many I have left.”***
* ***“If I knew what I was doing, the testing strips would’ve been a 5.”***
* 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 guess I’d go to Refill VA prescriptions and click the box. That may be easier together than two separate places.”***
* ***“I’m always interested in the way mediations are ordered. The supplies and prescriptions are mixed. You have to search for what you’re looking for. I would organize by prescriptions on top and equipment on the bottom. I would farther the organization with all pills in one place, ointments, nasals, etc. I have to read every medication to find the pill I’m looking for because it's not organized.”***
* ***“For CPAP, I need to replace my reservoir tray. My tray was getting corroded and nasty. I was told I can replace them every 6 months. Why don’t we have on there an option to replace? I had to ask the doctor if it’s available before it was shown on my list.”***
* ***“I would give it a 4 just because I would like it organized.”***
* 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’d go to order medical supplies. Since we’ve been doing this, I know it’s a prescription. I like the last one, so I don’t have to waste my time looking in the wrong place.”***
* ***“Flow 1 is more complex because medications and equipment are separated. In Flow 2, at least they are in the same area. Flow 3 is the easiest to use. You don’t always know if it’s a medication or prescription. You now have to look in 2 different places instead of going to one place.”***
* ***“For mask strap, now I have to go to a different place. I’d put this as a 3. This is the worst of the 3 because it’s the most steps to do the same thing. You eliminate steps to make it easier.”***
* 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?
  + ***“Flow 3 is a one stop. The difficulties with VA automation are having to do several steps to complete a simple task. Less clicks. The purpose of this is to create efficiency. If you make something so complicated, I can’t figure it out, then I have to contact my provider anyway.”***
* Based on your understanding and experiences, what are the similarities and differences between medical supplies and medications?
  + ***“Medical supplies are something you use and probably can multiple times.”***
* If you could change one thing about what you saw today, what would it be?
  + ***“Organize them by like item.”***

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?