Warm-up Questions - 5 minutes

* What medical equipment have you been prescribed?
  + ***“I get my medication through the website. A couple of months ago, I read that the VA was letting us order CPAP supplies. I tried that and it didn’t work. I’ve been prescribed CPAP supplies 6-7 years.”***
* 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 would use a mail in envelope, check what I need and mail it in. While I was at appts, they would order for me there. When they started the online ordering, I tried it. There could have been some bugs still. I just called in and they ordered it that way.”***

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).

* Option 3: It gives me the mask and strips together. It has everything right here. If I needed to print out the list, I could do that. This seems to be the best of the prototypes. Everything is in one place and takes me right where I need to go. I think it’s easier for the user to use. Everything is in one place. In the rare occasions I need to print it out, it has that ability. Everything on one page to reorder makes it easier to get to. It seems to have everything there.
* On the last prototype, it has a sort feature. It would be beneficial on this page. Sort alphabetical, how many renewals available, etc. It would be easier.
* I would say this is the easiest so a 5. The others have some quirks that seem to be figured out in this one. I don’t see anything else I would need besides the sorting.
* I would put testing strips as medical supplies since it’s not something I put into my body.

- Questions for Option 1:

* ***“I scrolled down to refill VA prescriptions and scrolled down to glucose testing strips. That’s where it is now on MHV.”***
* ***“I presume it’s under medical supplies. I see mask strap. That’s where I would go. Nothing confusing. I would think you could check it but there are no check boxes. If I go to order supplies, now there is a box. I would click it and submit the order. It took me to the list and then order. Just having the list seems repetitious. The list did nothing for me. Same thing would be on the order medical supplies list. Once I did it the first time, I would know to go to order supplies instead of the list.”***
* ***“Mask strap wasn’t hard at all. 5. Once you get into supplies, it’s the next thing down. It has a grayed background that makes it stand out from the rest of the page.”***
* ***“Glucose strips were also 5. It’s the same thing I’ve done for years now. I might’ve gone to the medical supplies list vs prescriptions. It’s not really a medication.***
* 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:

* ***“Glucose strips are still on refill prescriptions. I went to refill prescriptions and scrolled down to find the test strips. I hit the link at the top of the page to go back. Now I’ll go to medical supplies list and click order supplies. Why is It not on the main page?”***
* ***“Most people going in are trying to reorder supplies. I don’t see people printing out the medication lists often. Why would you need to do that? Possibly if you’re going to another doctor. I think it should be on the order page at the bottom. I’m looking for a print option on the medication list. If you get away with the lists, and just do ordering, it’ll be easier for people to get to.”***
* ***“Once I figured out how to order it, it’s a 5. I clicked the box for what I wanted and submit order. It’s just steps to get there that makes it difficult. I ordered the testing strips on the prescriptions. That is much easier. It’s less clicks. I don’t have to go to the lists first.”***
* 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:

* ***“It gives me the mask and strips together. It has everything right here. If I needed to print out the list, I could do that. This seems to be the best of the prototypes. Everything is in one place and takes me right where I need to go. I think it’s easier for the user to use. Everything is in one place. In the rare occasions I need to print it out, it has that ability. Everything on one page to reorder makes it easier to get to. It seems to have everything there.”***
* ***“On the last prototype, it has a sort feature. It would be beneficial on this page. Sort alphabetical, how many renewals available, etc. It would be easier.”***
* ***“I would say this is the easiest so a 5. The others have some quirks that seem to be figured out in this one. I don’t see anything else I would need besides the sorting.”***
* ***“I would put testing strips as medical supplies since it’s not something I put into my body.”***
* 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?
* Based on your understanding and experiences, what are the similarities and differences between medical supplies and medications?
  + ***“Medications are things you take. Supplies are things that you don’t take into your body.”***
* If you could change one thing about what you saw today, what would it be?

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?