Warm-up Questions - 5 minutes

* What medical equipment have you been prescribed?
  + **“I have a walker, cane, heating pads, gloves, knee braces, hospital bed. Needles, wipes and alcohol pads I consider equipment.”**
* 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 usually message my doctor and they send to prosthetics. I go into MHV and use messenger. It’s easier than calling because you get a quicker response. You message and then they respond. It’s pretty straightforward.”**

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 scroll down until I find prescriptions and medical supplies. Refill VA prescriptions and order medical supplies. I know what I’m looking for. I’ve never seen these screens before. I see mask strap. I would click on that and submit. I think this is good. It’s listing things I need to order. I would probably have supplies first and then the medicines because it’s all mixed together. And then have it in alphabetical order to make it easier.”***
* ***“The testing strips are right here on this page.”***
* 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:

* ***“Scroll down until I find medical supplies. I would click on that. Scroll down again to mask straps. The testing strips aren’t on this page. I guess the strips could be a medicine or supply. It would make sense to have them with the glucose stuff. I would then look under the medicines. But it doesn’t make sense because it’s not a medicine, it’s a supply.”***
* ***“If I was doing this, I would think it would be under medical supplies.”***
* ***“Once I knew where I was going, it was a 5 for the mask strap. The glucose strips were also easy.”***
* 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 would look at each option. Why did they separate these? I went to the medical supplies. Scroll down to mask strap. There is no box to order it here. How can I tell it what I want? I clicked on medical supply list. I would go to order medical supplies. Now I see what I’m looking for. I looked at it too fast and didn’t pay attention to the differences.”***
* ***“I would go to refill VA prescriptions to see if the testing strips are on there.”***
* ***“Once I knew where they were, it was easy. I had to learn it by going through the first two prototypes. I would give it a 2 or 3 because I couldn’t figure out why I couldn’t order from the list.”***
* 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?
  + ***“The first one was the easiest. I didn’t have to go through different screens to find what I’m looking for. Everything is right there. I would have medications and supplies separated but on the same screen to order. I prefer them in one place but listed separately on the order page.”***
* Based on your understanding and experiences, what are the similarities and differences between medical supplies and medications?
  + ***“When I think about medication, I think of a pill or liquid. Something prescribed. Supplies are everything that supports the medication.”***
* 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?