Warm-up Questions - 5 minutes

* What medical equipment have you been prescribed?
  + ***“CPAP supplies.”***
* 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 order all of my prescriptions through MHV. I saw we can order CPAP and hearing aids online now. I used that recently. There was a link and it automatically pulled up the list of what I need. 3 or 4 days later I had it at the house. They sent the wrong hose. I couldn’t get ahold of them through the number provider. I emailed them and they responded after 4 days. I had to email them multiple times before I got the right ones. It would be nice if there was a link to email them directly. The phone rang for 30 mins and nobody answered.”***

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: I would go to refill VA prescriptions. I see testing strips there. I don’t like this. I like Option 2 better. It had more information on it. It has last refill, drug name, etc. It was easy to find.
* I scrolled and checked for the mask strap in prescriptions. In the other prototype, it was.
* I don’t see how you order from the list. I guess it’s order medical supplies. That was confusing. I would think order medical supplies would be listed first. I can figure out how to order them.
* It was maybe a 3 for the mask straps. Glucose was easy. That wasn’t hard at all. I was confused with medical supplies and equipment. Now I see how it’s listed.
* I found Option 2 the easiest. I liked the way it was laid out and made sense to me. It jumped out in my mind of “this is where you need to go.” It was easier to my mind. First thing I see is refills. I know that’s where I should go to order whatever I need. I like that they are together.
* I would want the separation within the refill page. I would also like contact information for the supplier.

- Questions for Option 1:

* ***“I would have to go to prescriptions for that. I have experience with it. I see order medical supplies, but I don’t think you can order test strips for that. Did they change it? I always went to MHV pharmacy. I would click on refill VA prescriptions. I would click glucose test strips. It’s not letting me select it. It was a 5. I didn’t have trouble with it. I’m used to it being a prescription, not a supply. This would be easy to figure out.”***
* ***“I went back to the home page. I clicked order medical supplies. I see mask strap here. I didn’t know what to expect but it’s laid out easily. This is easy for me. It would be 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’m not sure where to go. I clicked on VA refills. I found glucose testing strips. I expected to see a list of my prescriptions and supplies by clicking the list. On MHV it’s hard to see what prescriptions you have left. I think it’s handy to have it laid out like this.”***
* ***“I rather see the drugs at first and supplies after. It would cut down on the confusion. I want things in order and in categories. It bothers me that it’s not but it’s not confusing.”***
* ***“I would go to refill VA prescriptions and find glucose test strips. I would order the mask strap from here also. Separation of drugs and supplies would be good. I like the big print and how it’s laid out. Same page would be good. Maybe stuff we order more frequently would be at the top and the stuff less frequently at the bottom.”***
* 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 go to refill VA prescriptions. I see testing strips there. I don’t like this. I like Option 2 better. It had more information on it. It has last refill, drug name, etc. It was easy to find.”***
* ***“I scrolled and checked for the mask strap in prescriptions. In the other prototype, it was.”***
* ***“I don’t see how you order from the list. I guess it’s order medical supplies. That was confusing. I would think order medical supplies would be listed first. I can figure out how to order them.”***
* ***“It was maybe a 3 for the mask straps. Glucose was easy. That wasn’t hard at all. I was confused with medical supplies and equipment. Now I see how it’s listed.”***
* 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 found Option 2 the easiest. I liked the way it was laid out and made sense to me. It jumped out in my mind of “this is where you need to go.” It was easier to my mind. First thing I see is refills. I know that’s where I should go to order whatever I need. I like that they are together.”***
* Based on your understanding and experiences, what are the similarities and differences between medical supplies and medications?
* If you could change one thing about what you saw today, what would it be?
  + ***“I would want the separation within the refill page. I would also like contact information for the supplier.”***

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?