Warm-up Questions - 5 minutes

* What medical equipment have you been prescribed?
  + ***“I use a CPAP machine. I went through the VA for the testing and prescribed. I have materials that come in the mail for the CPAP machine. I went to the VA recently to change my CPAP. It started to make a motor noise. We just traded out for a new machine. I had to go into the VA. I guess they wanted to test the machine in person. I couldn’t mail because I wouldn’t have a machine. They wanted to see if it was something that could be fixed.”***
* Have you ordered accessories for your medical equipment online before? If yes, how was your last experience? If no, move on to the task.
  + ***“Yes - through MHV. I’ve done it by emailing the respiratory and they send it in the past. I recently saw I can do it online. I use secure messaging in MHV. When I say emailing, that’s what I’m talking about. I wasn’t aware there was an online way to do it. When I was in MHV last, I noticed it was an option but haven’t used it to reorder. I’ll try it when I need to reorder next.”***

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 probably go to Refill VA prescriptions and order medical supplies. Or I could go to medications and medical supplies list. If I was trying to order, I’d go to the first link. I would pick the mask strap. Nothing confusing on it. I feel like the item descriptions are clear and big enough font for me. I love that quantity because I’ve never known that before. It seems easy to use and intuitive. Nothing I would change. There is just enough detail for me to be sure that’s the item I want. I think it’s all important information I would use to order things.”***
* ***“For me, it was easy. The prompt on the previous page with the word ‘order’ is clear. The second page is easy to read and easy to check the box. I would say 5.”***
* ***“Glucose testing strips are right under mask strap. I like that they are on the same page. A list makes sense to me. If I had to leave the page to find it on a different list, I would be confused. It’s less clicks. I feel it should all be on one list. I don’t find it confusing to see prescriptions. The title says prescriptions and supplies so it’s clear to me what I’m seeing.”***
* 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 would continue to scroll until I found what I wanted. I would click on order medical supplies. I would order mask strap.”***
* ***“I would have to go backwards to the home page. I didn’t see it in medical supplies. For me, I’d have to go back and find it. Why aren’t glucose testing strips a supply? That would be confusing for me. I would look at medication lists to see if it’s there. I would first go to order medical supplies then medication list.”***
* ***“I would not make the testing strips a 5. I had to go back out and find another way to find it. I would be confused why it’s on this list.”***
* ***“I wouldn’t think testing strips would be under Refill VA prescriptions. I would still expect them under medical supplies.”***
* 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 order medical supplies for a mask strap. That was easy for me to locate.”***
* ***“I would go back to order medical supplies. I guess I’ll go to Refill VA prescriptions and find it there. The 1st option was easier for me. I personally see it as a supply.”***
* ***“I would rate the glucose testing strips a 3. It’s not intuitive and took more clicks. I had to figure out where they put it.”***
* 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?
  + ***“Easily the first one. They were in one place. Having everything I have the potential order was in one place. For the others, I had to figure out where they are. Less clicks is always easiest.”***
* Based on your understanding and experiences, what are the similarities and differences between medical supplies and medications?
  + ***“Medications are something I would ingest or put on my skin. Supplies are on the outside of my body. It’s the same process. They are both prescribed to me. I see them as prescriptions doing different things. Even though they have different functions, they are all things prescribed to me from a doctor. Maybe the title could be ‘medications and supplies’ to help some people. For me, it makes sense.”***
* If you could change one thing about what you saw today, what would it be?
  + ***“Not off the top of my head. The list was clearly defined. The list was enough information but not too much information. I know how many refills I have left to get in touch with my doctor is needed.”***

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?