# Notes from User Notifications 3/13/18

#### Moderator Introduction

M: Warmup questions. Tell me about yourself

P2: I’m retired military, Army, did 23 years. I am currently employed; I work as a customer service agent, so I’m used to being recorded because that’s part of daily gig. I live in Northern Virginia and uh, yeah, I volunteered to do this b/c I have dealt with some frustrations with the MHV website. I don't know, I was venting one day to somebody, and came across a link thru one of the VA things there that said, "Do you want to be involved in this?" so that's kinda why I got to where I am with this here now.

Indeed. I'll tell you, I'll be honest, I don’t use vets.gov that much, I use the MHV more. But yeah, I am sure they run parallel, or there is some redundancy, so we can see what we will see.

M: What do you use MHV for mostly?

P2: Medical. I deal with VA out of DC. I am in Northern VA, I don't know if you know that or not, but I go to the Fort Belvoir outpatient vet patient out clinic, & then try to do some other stuff at the VA clinic or the MHV website for the DC main hospital. And that’s where I kinda ran into some frustrations, so. Yeah.

M: I'd like to hear more about that in the second half of the session. I'm going to share my mouse control back with you. So. Conveniently, since we were just talking about medical, we're going to pretend applying for healthcare on vets.gov. You can navigate to apply for health care now.

So, you're on a page that says apply for health care benefits at the top, and oh! it looks like you already have an application started. So, go ahead, scroll down and continue that application.

FF – So this is the had wavy part. We're going to pretend you’ve filled out most of the application and you're just here to submit that application. This screen isn't part of Vets.gov, its part of the testing process. When you're ready, you can hit continue. Alright um. So now we're back on the Vets.gov application flow, and you’re on a page where you can review the application and all the data you submitted during that hand wavy time. So, you can review it as you see fit, and then you can scroll down to submit the application.

P2: mothers maiden name is a security thing?

M: I think so? Yeah, we're just using the health care application as a placeholder.

P2: A standard prototype or whatever. Right yeah.

M: Not all this is clickable. In actual application, it is.

P2: So, what am I, Right right, privacy policy. Click that. Submit application. Application's been saved. Cool.

M: So now, we're looking at the page that says claim received. Now our first activity I’m going to ask you to scroll down, read through this page, and let me know in your own words, what is this page trying to communicate?

P2: What it’s trying to communicate—I’m guessing, not guessing, it’s a confirmation that this individual filed a health care claim, the claim was received on this date, normally it takes a week to have the claim process, so figure the 23 or 24 there should have some action, here’s a confirmation number for future reference, web link if you wanna follow up on it to see what happens next, and here's a link for a phone number if you wanna follow up on it that way.

M: Is there anything you would do next, or are you finished with this process?

P2: At the moment, I guess I’m finished. I mean, for me, I would probably print this page like the thing says--see please print this page for your records, so I would just have it for my own future reference, & then I would wait a week and see if I get a result from the VA. Or a response from the VA I guess.

M: I'm going to ask that you click the mouse right where you are. Oh! It looks like we've gotten an email! Please click on that notification, and we'll look at what that email says.

P2: Thank you for applying, um hum.

M: Again, I'm going to ask you to scroll down and read through it, then let me know what this email is trying to communicate.

P2: The next notification is gonna come via mail. There won’t be electronic follow-up. This is called your decision notice. So, within a week, this is telling me I should receive a letter in the mail. I mean that's what I'm inferring there, but also it says we make a decision in a week, and we know the mail can take 2-3 days. So, if they make a decision in 2-3 days & it takes 2-3 days for the mail, that would be a week. If not, I don’t know. What else do we got there. What to do after you get your decision. Download from the Veterans handbook. Learn more about if your application isn't approved. Ok. Good to know. File this away on the old phone or on the mail server for future reference as well.

M: Why is VA sending you this email?

P2: Because I just submitted an application. For health benefits. Right there. Applying for health benefits. We wanted to let you know we got your application.

M: After you submitted an application like the health care application, would you expect to receive an email like this?

P2: In this day and age, I would say yea. I think back--I have been out of the Army for 10+ years now, so I don't remember what I got or what I didn't get. And I know I didn't apply online. But you know, things have evolved, so yeah, you expect well I don't know if it's instant gratification, but instant notification, so yeah, I would expect that in this day and age.

M: You mentioned instant notification. How long after you hit submit on that application would you expect to receive an email like this?

P2: You know, I'm somewhat computer literate, so I know servers can take anywhere from 10-15 minutes to process things sometime, so anywhere within the next hour or 30 minutes -- Getting it back in the next 2 or 3 was great. Kinda like when you do an order online for something and you get the receipt in your inbox in a matter of a minute or 2.

M: What would you think if you received this email a few hours after you hit submit.

P2: I don’t think it would be the end of the world, but again, with people wanting instant gratification, some people would probably be a little frustrated with it, but as long as I got the notification within a couple of hours, that would be ok.

M: What would happen if it came, say 2 days later?  
P2: Then I might be a little bit more, you know, wondering what. Because computers are what they are, it shouldn't take 2 days for us to get a -- for someone to get a notification that your application has been received. I can see it taking 2 days for someone to make a decision, but I wouldn't be overly thrilled if it took 2 days to get an email saying the application was received.

M: Gotcha. What would you do if you had follow up questions about your application?

P2: Oh, let’s see, I would scroll down, I would wanna write it down first of all. And then I would scroll down and call this If I was on my phone, I would click this and I expect it would dial, dial me to this number and uh, make sure I had claim number, my reference number handy and then ask my questions. Once I got a live person.

M: Would you say this email is useful or not useful?

P2: Oh, it's useful. A. It’s a confirmation, so it tells you the action you started is being carried through, or at least initiated, it doesn't tell you the result. But it tells you that the thing you started is being carried through. Gives you information with the date you submitted it on, it gives you the confirmation number, all good stuff for future reference, if you gotta start asking questions, then it gives you the information of who to contact someone if you have those questions, and it gives you a working time when you can reach someone to talk about those questions. And it also tells you what to do after you get your decision. So. Yeah. Very good, very useful email.

M: Scroll us up to the top here. Draw your attention to the from address. What do you think public.govdelivery.com is?

P2: I have no idea, but being a .gov, or .com, it's not a .gov address, that's for sure.

M: Would you trust email coming from this address?

P2: Well, I might look at it and read it; I don't know if I'd would collect any links or contact any links through it for that reason, right. I’d be skeptical, let’s put it that way.

M: And you said you wouldn't click any links through it. How else might that change your behavior towards the email?

P2: It could cause you to look at things w a skeptical eye, I guess. While I would expect this email, and if it came in conjunction with the application I submitted like we were just talking about a few minutes ago, if it came within a couple minutes, I would be more trusting of it, but if it showed up 2 days later with an address like that, then I might be a little bit more cautious or skeptical of its contents and uh, clicking on any of the links.

M: That completes the section where we are looking at the prototypes. I'm going to stop sharing the screen. Now we're just going to chat for a little bit, so um, what benefit applications have you submitted to the VA previously?

P2: education, disability, and I believe I did my medical in person. So, I don't think I did it online, but also medical. And way back in the day, I think I applied for, well not applied for, I applied for the certificate for the VA home loan.

M: So, was one of those applications a really good or really frustrating experience for you?

P2: Probably the first time I went through disability process was frustrating. Maybe not so much frustrating as in long and drawn out it became frustrating, or seemingly frustrating. I actually went through a representative to file for the first time. I went through the Virginia state Department of Veterans Affairs, I guess is what they were called, and I actually had to go do a meeting with the guy, and we sat down, and I had to have a copy of my medical records, and you know it was a 3-hour meeting, and we filled out the application, and then I had to go back a second time and review. Back then, I think they were still doing stuff using dot matrix printer. Yeah. We're talking a few days ago.

Now most recently I applied, I guess it was last spring for an upgrade to my disability, & I pretty much did everything online through the VA website which was a lot better.

 M: Can we talk about both of those experiences for a bit? After you submitted your original disability claim, did you feel that you knew what to expect next?

P2: Not really. I mean, the guy prepped me saying the processing time was 3-4 weeks. You'll get a letter in the mail, but I mean, again, like anything else, the first time you do something you don’t really know what to expect until it happens to you. So. You’re kinda left groping in the dark, even though you're prepared, or you're prepped by someone telling you the basic standards stuff.

M: How did the VA keep you informed about the process and next steps?

P2: Letters. I was getting a bunch of letters. We got your claim. We’ll be contacting you to set up the doctor's consult appointments. I think I had 4 consult appointments, I had to go to 4 different parts of DC for. So. I think was going through my documents where I saved all that stuff. A lot of paper.

M: Do you think there was a way that they could have kept you better informed?

P2: Obviously technology was what technology was, this was what back in 2006, so I'm sure they were doing the best they could with what they had, but again, going forward, knowing what we know 10, 12 years later, electronically is a great way to do it now.

M: Were there ever times along the process, where if you were to do this today, that an email or text message would have been helpful?

P2: Yes. Just to kinda keep you advised or that one we were looking at - we received your claim, it’ll take approximate 7 days to receive a response. That way you have some level of expectation, you're not like wondering, did my application get received? am I gonna hear back from somebody? How do I follow up with somebody if I don't get an answer in a set period of time? Keeping people informed is a good way to lower expectations, I guess, or lower anxiety.

M: Can I ask how long it took to get your claim approved?

P2: [laughs]. I think I submitted in late April or May. I don’t think case was adjudicated until December. That was my initial.

M: Over course of those 8 months, when in that process would you have wanted to have heard from the VA?

P2: At the time, I didn’t know what I didn’t know, I was just waiting til the mail showed up, and then the mail showed up. It said: "This is the next thing we're gonna..." I mean, if it’s gonna be a long drawn out affair, knowing that up front would have been nice. Or at least maybe an email or a notification every couple of weeks would have been nice, which I do believe they did, I think sending all this stuff by mail---why I said it’s a lot of paper—I think they were sending once a month updates saying "We are still reviewing your case" and you know, "whatever, whatever, whatever". So, it was a long drawn out process.

M: And you mentioned that you went back to upgrade your rating online. Tell me about that process. You mentioned it was a lot easier.

P2: It was, yeah. Well first of all, I had to go back and do my visits w VA medical teams and get my documentation in order. They tell you that when you submit your claim that you'll want to get your documentation in order. I had already seen my care provider. I had scheduled consults with the orthopedic people, I had had the x-rays taken, and all that stuff I had done through the VA in DC, so all my records were on file, so it was rather easy to do there that way. But I just went online, I created a claim, I don’t know how many screens it was. This was last May I think I did it. I went through the drill, you know you drill down through the process, and I did it through MHV. Or maybe it was EBN, I guess more likely. You know, it took me 1-2h, but because my medical records were in system, I didn’t have to do a lot of downloading. I didn't have to do a lot of uploading. It was more convenient.

M: When did you hear back on that one?

P2: That was relatively quick. I think I got my first response within a week or two. They did set me up with 2 consults on the outside, which were relatively easy to schedule. I think we did those in the month of my filing. Let's say, I did that in May I wanna say, and by the end of June, within about 5 or 6 weeks, I had the findings. It was pretty quick, but then again, I had done a lot of pre-leg work with all that medical stuff. The very first time I filed, even though they had my military records they sent me for physical and 3 consults, I guess it matters what your claiming and what consults based on their schedule and how fast they can get you in or not. Or maybe they had improved the consult process since 2006, I don't know.

M: For that one, did you feel like you knew what to expect?

P2: Yes. Part of it because I had been thru 1x before, and part because they have automated more of it now, and they can tell you more information up front on their website.  And you have the ability, like I can go into -- I'm pretty sure it was EBN -- you can go in there and you can look. There's a separate page: click on if you have filed a claim, click on to see the status of your claim, and there are actually comments in there from some of the caseworkers, or whoever it was who reviewed the case.

M: Along that timeline, where you said it was 5-6 weeks till you heard back. How often were you going back to EBN to check on status?

P2: I don't know. Maybe 1x / week or once every 2 weeks. For peace of mind or whatever.

M: Are there other forms of communication that the VA could have used during that time to share information and updates?

p2: No, it was good. I suppose they could have sent emails. But again, then you start exposing a lot of information if you do multiple venues. If you have a secure website where you have to login to check status, I'm ok with that. As long as I know the abilities or the capabilities, where you have to login and log out to do your thing. I rather log in than not login.

M: Is there any info you would be uncomfortable receiving from the VA?

P2: PII – obviously PII, we all know with all these data breaches and everything that goes on. All that medical stuff will be covered by HIPAA so you don't want that thrown out there in the general domain. But if it's appointment, general appointment related information or like this invite for this meeting, I’m ok with basic stuff, basic notifications, and basic information sharing.

M: Aside from submitting applications, how else have you interacted with the VA?

P2: Using MHV website. I check medical status as far as upcoming appointments. One reason I got into this is because of a level of frustration I had with that website. There are some things I think it should be able to do that it can't do. I have used the MHV website to get a prescription filled or two as well.

M: Now is the time to talk about the frustrations on MHV. Talk to me. What's going on.

P2: I use a CPAP, right? You’re supposed to get a resupply, a new mask every 90 days, every 3 months is what it's supposed to be. And you can’t do it through just going to the clinic on Belvoir and asking for one out of stock. You have to call the VA hospital in dc, the sleep clinic, which is the neurology clinic, hope to God somebody answers the phone, hope maybe you get to leave a voicemail, maybe someone calls you back. The doctor I have up there, [name redacted]. I starting going through him through MHV seeing if he could order it. Well for the first couple of times that worked out ok. You know, I would drop the order and within 3 weeks I would see a box arrive on my doorstop. The last 2 times, most recently over Christmas, he went on vacation for 3-4 weeks, and he didn’t have out of office reply on his email. And I sent him 3 separate emails asking for a resupply. And I never got a response from him. Then I reached out to my primary care provider, to see if she could make the attempt. And then I also called that number where I left a voicemail, and miraculously lo and behold, somehow in January this thing showed up. The time before that, it took the sleep clinic 6 weeks to process the claim that the doctor had submitted for me, and it actually resulted in me calling the senators for the state to try to get some action on that, I was so frustrated. It was pretty ugly. The VA was living up to its reputation there. My thought process is--if I can go onto MHV and I can get a prescription resupply. And this is an apparatus that I use that has been prescribed by my Veteran doctor, why can’t I go on there and click a link to resupply my CPAP once every 90 days, or if I break a hose, why can't I submit an emergency request instead of having to go through a senator to get any action?

M: That sounds frustrating. I'm sorry you had to go through that.

P2: The other frustrating part is. I could go on Amazon, if I wanted to pay for it, and I could have it tomorrow. So, there's the ultimate frustration. This is the VA. This is the system that diagnosed me. This is the system that says they'll take care of it. But. Yeah, when you try to get something going through the system, the gears kinda grind to a halt at times.

M: So, with all that going on, how could the VA have kept you better informed or communicated with you more effectively.

P2: By answering the phone to start with. That would have been a good help. Actually, being able to talk to a human being if that's their methodology of doing this. That would be a good thing. Another way would be to answer emails. Or, provide redundant systems. So, if this doc is going on vacation, maybe he should forward emails to another doctor or a colleague. I just think back to when I was working in a corporate department, if I went away for a month and I didn’t service my client, I wouldn’t have a job when I got back. That's just a thought.

The other thing -- how could they have better served me -- like I just said, I think they could do something with the MHV website to facilitate ordering those types of supplies online. And then you don't have to touch a human being. Computers computer, put the thing in the mail, you know just like an Amazon deal. I can go on Amazon, click 3 buttons, they have my credit card information stored, and have it later today if I want to pay for it. If I wanna pay the extra shipping.

M: So, I know that you haven't used much of Vets.gov before, so there is a prescription refill function on Vets.gov as well. I haven't spent a lot of time using it as a researcher, but I wonder if there might be something through that system.

P2: I know that you don't I don’t know what I don’t know about vets.gov. But I think all of these on the back end kinda tie in together to the same mainframe. If they are offering it on MHV. I was led based on a bit of research I did on vets.gov was announced. I guess it’s kind of like a redundant system. The features on Vets.gov are also covered under the EBN website, and now some are also covered under MHV website. So, whether they all plug into the same mainframe. I would expect they all share the same information in some way, shape, or firm. There's just three different interfaces. Now maybe the long-term goal is to make Vets.gov THE website and you eliminate a few of those others, I don’t know. But. Yeah.

M: We are hoping long term that this will be the one stop shop. You mentioned Amazon. What are some of ways amazon communicates with you that you find helpful when you are ordering something?

P2: Just like we were talking about with this application process. You get the email within about 10 or 15 minutes. Normally in about 5 minutes of placing an order. The email tells you everything you need to know: the item you ordered, the cost, anticipated ship date, anticipated delivery date, then they keep you updated throughout the process telling you your item shipped today, your item is shipping tomorrow, and your item has been delivered. And they do that -- what do I use most-- they send the emails and then they also send the text message through their website if you have their app on the phone. You get internal popups that way.

M: Would you be open to receiving text messages from the VA?

P2: Sure. I mean, if they’re purposeful. I don’t need spam and I don't need junk.

M: What would be purposeful in your mind?

P2: That's the thing, you know, I don’t need a lot. If I have an appointment or an upcoming apt, throw me a text to remind me of that. If there's a new feature on your website that I should check out or I might have an interest in checking out, throw me an email or text on that. I don't use the VA for my prescriptions anymore -- I stick with the Army -- but if I were using a prescription, maybe you get a 90-day supply, maybe around day 45 or day 60 you send me a text and it says your prescription is going to run out in 60 days, maybe it's time to reorder or maybe you should consider reordering, or something like that. Or. If you're supposed to have an annual visit and it has the capability of telling you, ok, -- there's another frustration. Gets me going on the VA. Trying to schedule freaking appointments with VA is a nightmare.

M: Talk to me about that.

P2: I’m supposed to have annual with my sleep doctor, right? Those are supposed to occur in April. I called in January, figuring I'm 3 months out, 90 days, I get an individual on the phone in DC, and she says, "Oh, I'm sorry, I can’t get you in until July". You know, that kind of a thing. If you’re on a routine cycle, with an annual visit, and the doctor plugs it in, when I saw him last April, he said, "I want to see you next April", why can’t they automate that, to automatically set me up with an appointment, or give me 3 choices to choose an appointment, those kind of things. Technology has come a long way, and it's going even further with this AI, so for us to be as antiquated as we are when you are dealing with the VA, is a little frustrating.

M: I am going to flip us over to Vets.gov quickly because there is something I can show you. [pulls up schedule a new appointment page]. So, um, on Vets.gov...

P2: Oh yes. It's on MHV, but a sleep doctor is a neurology doctor. So, you can't use. I actually tried to go on MHV to schedule this appointment first – and it kicked me out and said you have to contact us directly.

M: How would you prefer to communicate with your doctor and make appointments or change appointments?

P2: Electronically is ideal. Then you're not subject to having you know--If someone calls you at a bad time, you’re in a meeting, sleeping or whatever; if you call, and like I have the problem with the neurology clinic, nobody answers the phone, you leave a voicemail, you hope someone calls you, so electronically seems to be—and it becomes more and more impersonal a lot of days, but from a productivity standpoint, I think it's a better opportunity or a better option.

M: Electronically could mean a lot of things. What kind of electronic communication would you want to have?

P2: If it comes to setting up or confirming appointments or whatever, like I mentioned earlier, the text message is fine with me. An email. Allowing me if I need to change my appointment, to go back into MHV and reschedule my appointment, or there is a cancellation that pops up that says "We suddenly have an appointment available on Friday at 2pm. Would you be interested in coming in?" It gives me the ability to respond to that yes or no, and it somehow manually reschedules my appointment from 3 weeks from now to that. That would be great.

M: Are there any other means of communication we haven't talked about yet that would be helpful for the VA to correspond with you through?

P2: Nope I think we are good. Phone. Email. Text. Those are heavy hitters for me.

M: Now I'd like you to think about emails you currently receive from organizations that are NOT the VA. So, if we think about the emails you currently receive, outside of personal emails from people you know, what other types of emails do you usually receive?

P2: Junk. Promotions. I receive some updates. You know --- I belong to a couple of organizations, so you get update type emails from them. I look at some videos on YouTube, so YouTube sends me updates with new postings and things you might be interested in and that kind of content. News / form related info. We already talked about the personal, so there is the social side of communicating with friends and family. You get the info from banks or your financial institutions. Bill payer. Correspondence, that kind of thing.

M: That sounds like a lot of them. Of the universe of emails, you currently receive, which is most useful?

P2: I find the promotions the LEAST useful. Most useful – is probably -- you set this stuff up when you go into MHV or whatever. If I go and set up my bank information, you know I want emails from my bank confirming payments were made, this upcoming transaction is going to occur. Those are the most useful: the things that you set up to keep your life on schedule and confirm the things you set up to be automated are actually occurring. The update stuff is good to know. It keeps you abreast of what's going on, in the know, you use other apps for stuff like that, though. I would say the financial planning or financial management emails are the most important.

M: What makes you pay attention to an email you receive from an organization?

P2: Hm. I think about this a lot. Normally the subject line. You have to communicate a lot in a few words, and if you don't it can get trampled on or-- who doesn't go through their inbox and start deleting stuff?

M: What makes an effective subject line?

P2: Short and concise. But at the same time effective. Like I said, I think about this a lot. I compose emails for work, and you have to get point across w/o blending in with 150 other emails. So, it’s challenging. But short, concise, & to the point. Those are the things I try to live by when I make my emails. Someone once told me, try not to exceed 7 or 10 words in a subject line. You know, there's all that, do you put a verb or whatever, whatever. But yeah. Short. Sweet. To the point.

M: Is there a company or organization that you have interacted with in the past that you think does a good job of notifications?

P2: I guess we said about Amazon. I also bank with USAA. USAA does a good job of keeping me informed of the stuff I need to do. I have a credit union I deal with. So those do. We all know Google does a great job of keeping you in touch with people if you are in the Google Sphere b/c they wanna keep you in the google sphere. I'm sure Apple does the same thing. I have several alerts set up for Google. You can select how and when you receive your alert updates and what content is in them. Those 3 come to mind.

M: Since we have already talked about Amazon, you mentioned that USAA does a good job. What makes their communication effective?

P2: They tell me what I want and when I need it. Short, sweet, to the point is the best way to put it. They tell me what I need to know, when I need to know it.

M: What kind of things do they tell you, and how?

P2: Primarily I mean, it's confirmation stuff. Your bill is paid. This has been executed based on what you want. They send out a few informational emails, and they are generally-- but maybe it’s how I set up my parameters in my settings, but for the most part I don't get a lot of junk from them. They may send an occasional promotional rate for this credit card or a promotional rate for a loan for that, but for the most part the information I get from them is stuff that's relevant to what I need. They do a good job-- I mean, you probably watch TV, in the last few years they have gotten a lot more aggressive in their advertising on television and radio. So, I think they have a new communications and marketing team, and have redone some things, so I think it’s gotten pretty good or it is pretty good.

M: You mentioned when we first started talking about emails that you receive, Junk was the first thing you said. What do you find annoying or unhelpful about those emails?

P2: And again, I got google, so I use google inbox, and they do decent job of moving things to spam folder. You can set the parameters sometimes on what you want to be classified as spam, or if you get an email from a sender, you can mark an email as spam, and it knows to move those to a spam folder. So. What do I find the most annoying? Spam is just spam, it’s useless in most cases. If you’ve ever done a job search. You know what I'm talking about. Post resume on monster or career builder and whoever subscribes to CareerBuilder and gives them money has access to -- just before I was talking to you. I haven’t had my resume on there in probably 2 years. I still get emails, and I just deleted one before we started this, "Oh we looked at your resume on Career Builder, and I tried to reach you about a job opportunity". Right, so I know it’s been 2 years since my resume was on there, but my information is still floating out in the nether world and they are still reaching out to me. Talk about links that you don't actually trust. You don’t know how many of those places are legitimate job seeking agencies, or someone has a job for you, or which are a rabbit hole you click on and they say "Hey, we'll give you $10,000 if you do x, y, & z" and then they lock your computer up. That is my biggest fear with spam. Getting your computer hijacked, or getting a malware or a virus or something. If it's not something I'm comfortable receiving, I will generally will move it to spam.

M: Do you ever receive reminders or other notifications over text message instead of or in addition to email?

P2: I do. More so reminders. Like the cell phone is a good one. I got T-Mobile. So, you know they will start texting you 3 days out. I do a prepay. They tell you 3 days out, your plan expires in 3 days, if you haven’t already, load money to your account. And those can get annoying, but it is what it is.

M: What makes those annoying?

P2: They continuously show up whether I funded my account or not. They don’t have a cipher in there to figure out if this guy has $100 on his account or if he has $0 on his account. It’s the same email every month. It’s kinda like the shotgun, it’s not a precision instrument. It’s a wide blast.

M: Just thinking back to the email from earlier. Would you be open to getting that as a text message?

P2: I would. I do text more for social communication with family. I prefer email. I know you can save a text message, but it’s easier to access email from multiple venues. You can do it from a tablet. You can do it from your desktop. You can do it from your cell phone. If you have googled, if you go to another computer and log in at a public, you can still access your information. A text message is stove piped into your phone, and god forbid if you lose your phone or if it gets broken, do you lose that text message? Do you have ability to retain it? I don't know.

M: Wrap up

If you can do anything to fix that CPAP business or specialties I guess, through MHV or vets.gov. that’s my motivation for doing this. To help other people have less frustrating times with that. If you could work something out with that, God bless you, more power to you, and all the above.

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