## February 20, 2020

Test session 2/20/20

Moderator: Bridget

Observers: Dan, Ambika, Martha

Participant: Keith

How many VA medical centers do you go to to receive health care?

* South Texas Veterans hospital
* Previously in Austin

Have you used other VAMCs?

* No
* I have an appointment for one at San Antonio, but it hasn’t occurred yet

So will be active at two VAMCs and registered at one more

Have you used MHV to manage health care?

* No

Have you used [VA.gov](http://va.gov)?

* I’ve fumbled through it a few times in the past and honestly I gave up?
* Back then it was the myriad of links and pages and different sites and logins and it was infuriating so I’d just go down to the VA and it was much simpler and quicker
* When I got back from Iraq, that's when I registered and was being seen, but it was frustrating and I had good healthcare so I started going to a private practice
* Then didn’t contact or message the VA for years til I moved here to the country and good healthcare is hard to come by in a small town so that’s why I re engaged with the VA

Scroll the page:

* It’s a wall of words
* Any time I’ve gone on to use the VA’s anything it feels like a wall of words and links
* If you're busy or working, VA systems have always been a rabbit hole. 2 hours later you’ve been on hold for 45 minutes.
* VA Secure Messaging
* I think we could get this page down to a few bullets
* “Chat with your team” vs. “use secure messaging” and a whole page and ordeal

What information sticks out to you as important if you want to message your provider?

* [Scrolling up and down a lot]
* If I’m logged in, you should know if I’m eligible
* I want a button that says “Chat with your health team” and you just click that
* Obviously I already have one of these three accounts or I wouldn’t be logged in
* I think some of our older Vets might read, but I have ADHD so I’m a clicker, I want to absorb it all and am proficient with using chat services
* I don't really need to know how it works, I trust that if the VA is offering it is is secure

If you want to send a message to your provider, what would you do from this page?

* I don't know, there’s no click here to chat with your team
* Section about medical emergencies also doesn’t need to be there
* [Keeps scrolling up and down to the different text sections, did not read the alert box]
* Kind of assume that the VA is keeping my situation secure
* At this point, esp if I’m in a semi crisis, I would close this window, hop in the car and drive to the VA
* All of the VA sites are very verbose and 80% of it could go away. It's a bureaucracy, veterans are used to it but when you're coming to get something done and you see a wall of words, it's frustrating
* Maybe the MHV link. But I don’t care about “My HealtheVet,” I don’t care about branding, I want to “chat with my health team”

3 versions for how this page might look

Option 1:

* I am confused already
* This part says that these guys are using My VA Health portal
* But there’s also My HealtheVet or whatever
* So there are multiple paths
* What I want to click on is “communicate privately online tip your medical team”
* I’d rather: click here to chat
* I don’t care about VA Health or MHV
* All the stuff about am I eligible and can I use it: you guys know that, not me

Option 2:

* This is much better
* These are my options
* But I don’t like the orange bar, it looks like a markdown comment
* This is better: Chat with…on the button
* Better because the button says “send a message”
* I’d still rather see this button right away
* Header text I don't care about

Option 3:

* [Thumbs up]
* Again I think the “secure” is unnecessary, “I want to chat with” I assume its secure, why would you have an insecure healthcare chat channel, but whatever
* This is much better, if I saw this
* I would not scroll below this
* Less is more, this is clear and concise

Talking through each one in more detail

Option 1 - detail:

If you wanted to message, what would you do?

* It's silly that I have to sign in again
* If I read past this warning message [referring to yellow section]
* The yellow warning thing doesn’t say to me “this is where you log in” it looks like it’ll lead me to My VA Health portal
* I’m already signed in, right? If it says “click here to access Grandstaff secure messaging client” and that sent me to a new page to login to their system, that is what I would expect. If I click sign in from here, what is it going to do

If you wanted to send another message outside Grandstaff?

* I’d click this other box but would get mad at another window popping up

If you wanted to message both, what would you do?

* First click this top button, then the other one
* One of the reasons I stopped using the VA system in the first place was I would forget my login but they’d change it every 30 days. So I know I have a DS Logon account

First line of yellow alert box:

* Yes, you know that

You're not trying to make it difficult for me but it comes pretty close, every other site in the world says “click here to chat” so it feels 4 out of 5 (5 is most difficult) difficult to understand

Option 2 - detail:

* I would assume that one is the new and one is the old
* I would not be shocked if I clicked on this and had to log in again, would not surprise me
* Secure message as opposed to Insecure message?
* I’m trying to chat with my health provider, the Mann Grandstaff health team? Does this send me to some random person, or am I actually talking to the blue team at my VA? When you go to the VA you get assigned to a color coded team
* Most of the time I want to refill my meds, or come and get seen on a certain date for something, or check the status of whatever
* The two buttons negate the reasons to have the words above in the first place
* If it's under Manage Benefits, I’ll probably never see it, because is that a benefit for me to chat with my doctors? Benefits to me seems like, get a claim or a hearing aid. If I’m on the VA healthcare website, you’d have to know to click on Manage Benefits to even discover this

Option 3 - detail:

* Make the “I want to secure message” bigger
* Those are my two options. The other options are to read a bunch of words
* The different VAs didn’t speak to each other so I had to go through all the paperwork again
* To message multiple providers, I’d click on one, and then click on the other to chat with someone else. It’s perfectly clear.
* With 5 being the clearest, I’d say 4. 5 would be: click here to chat with your healthcare team.
* If I click, I expect another window to pop up to say: who do you want to chat with? The pharmacy? The blue team? x ray? I wouldn’t want to see another wall of words but I have an odd feeling that that's what I would see
* It would be a little frustrating if I was new and wouldn’t know who to chat with
* I expect if I were to click on this button, it would take me to the chat button. I would be mad if it just sent me down the page.
* Why else am I here? I don't care about the healthy vet. If that pops up and opens a new window, so be it. As long as I don't have to log in (I could get over that I needed to).
* All this stuff below, I’m sure someone out there reads this stuff
* I don't care what the branding is, whatever window that gets me to chat, that’s all I care about. Everything else is just fluff and more obstacles.

Which one is the best?

* Well, now that I know that the third one has buttons that just rolls you down to these two
* Then I guess the second one is the best

I’m a software engineer by trade, I am a computer expert, but I am not that good. Opinions formed after Iraq