



Joe

WW2 Veteran

Army

72 years old

Comfort with Technology: Uncomfortable.

Joe owns a computer that his kids bought for him, but will only use it once in a great while to Skype with his grandkids. He generally needs a fair amount of coaching on the phone to successfully get logged into Skype.

Medical Needs: More Frequent.

He visits the VA about six or seven times a year, and takes several regular medications for his diabetes. When he has a question, his first instinct is to pick up the phone or go talk to someone in person.

Experience with the current VA portal: Attempted unsuccessfully.

Joe was advised by his nurse last time at the VA that he could view his medical records online. He made a good faith effort; carefully typing in the url she had written down for him. Once confronted with the login page, however, he was confused. It asked for his ss#, so he entered it in both boxes. He became frustrated and turned off his computer.