



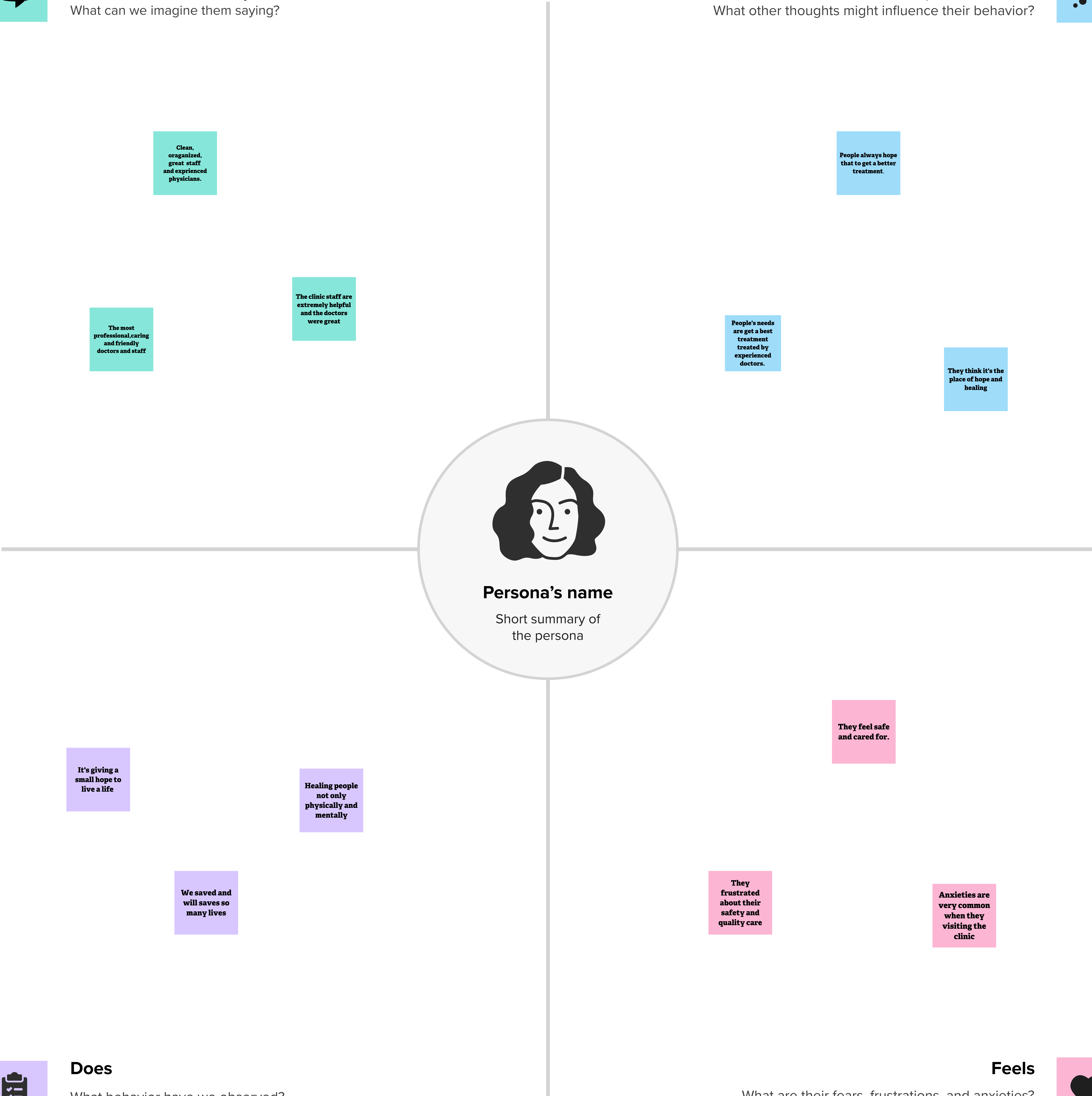
Says

What have we heard them say?
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?



Clean,
organized,
great staff
and experienced
physicians.

The most
professional, caring
and friendly
doctors and staff

The clinic staff are
extremely helpful
and the doctors
were great

People always hope
that to get a better
treatment.

People's needs
are get a best
treatment
treated by
experienced
doctors.

They think it's the
place of hope and
healing

It's giving a
small hope to
live a life

Healing people
not only
physically and
mentally

We saved and
will saves so
many lives

They feel safe
and cared for.

They
frustrated
about their
safety and
quality care

Anxieties are
very common
when they
visiting the
clinic



Does

What behavior have we observed?
What can we imagine them doing?



Feels

What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?