



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?

RUNNING OF
GENERAL
MEDICAL
PRACTISENOR
HOSPITAL

COLLECTING
DETAILS OF
PATIENT

COLLECTING
MEDICAL
SERVICE FEES
AND MAINTAIN
PROPER
RECORD

CREATING OF
PATIENT
ACCORDING
TO THEIR
ILLNESS

RAISING
PATIENT
BILL
INVOICE

RAISING
VENTOR
INVOICE FOR
HOSPITAL
NEED

HEALTH HUB MEDICAL CLINIC

ENTER VENDOR
INVOICE FOR THE
PURCHASE OF
FURNITURES,LAB
TESTING
INSTRUMENTS AND
REQUIRED MEDICINE

ENTER PATIENT
DETAIL AND
RAISING
PATIENT BILL
AND INVOICE

PATIENT DETAILS
ENTRY IS VERY
EASY AND TIME
CONSUMING
PROCESS IN
ZOHOBK

RAISING PATIENT
BILLS AND
INVOICE ARE
ALSO USER
FRIENDLY AND
ONE CLIK
PROCESS

FINANCIAL
REPORT
GENERATION ARE
ALREADY LISTED
IN ZOHOBK
WITH VARIOUS
USEFUL FORMA



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?