Says What have we heard them say? What can we imagine them saying? we heard about they selling books for medical

billing servies

zoho books in

provide details for

billing service in

health hub

health care

Persona's name

they said they are providing details to maintain bills and invocies in health care

I imagine that they are saying about their books can helps for workers who all are work in medical hub billing service and maintain patient details. and they provide detail description of providing perfect service to patients

The book provide some knowledge about to maintain and prepare bills faster and with zero error.

The book need

to provide clear

maintain patient

records and bills

description for

They steps should e easier for understand to everyone

What are their wants, needs, hopes, and dreams?

What other thoughts might influence their behavior?

Thinks

it give hope to reduce the complaints from patients.



Health hub for medical clinic

we can observed behaviour by in which type we treat patients in billing service

we can observe little bad behaviour like rude and harsh voice when a patient can wait in a queue for longer period of time

when a queue going to be very long because of worker speed in billing or server issue make a patient feels bad and everyone shows it on worker when billing.so, the maintaining faster provide service leads to get good behaviour of patients.

Doing mistake and shows rude behavious to patients during on our service leads to change in behaviour and we canytt able to imagine that sometimes they argument with worker leads to fight between patient and workers and it also leads to loss of many coustomers.

fear of getting failure in provide without zero error

Getting of higher complaints make our workers to get frustrated and not able to concentrate on their work completely

Continuous getting of negative feedback about our workers make our workers anxietyabout to do work everyday

Everyday day getting good or bad complaints about their works in healthcare influence their behaviour like in good feedback make workers to work perfectly and bad feedback make workers to work with unperfectly

Feels

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



Does

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

