



## Says

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

Should  
Explain  
diagnosis, care  
plan

what  
changes in  
medications?

special  
care and  
Instructions

## Thinks

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



Helps in the  
diagnosis  
treatment of  
diseases

specialist  
care and  
service

extensive  
treatment  
and Test  
results

HealthHub  
Medical  
clinic

Is built  
staffed and  
technology

Use Modern  
equipments  
and reduce  
uncertain cost

Serves for  
investigation  
and for  
teaching

trust to  
output and  
satisfied

worried  
about  
having new  
treatment

threatening  
condition  
make fear



## 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?



[See an example](#)