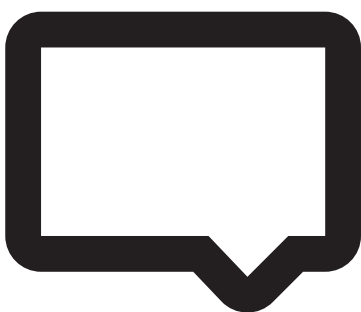


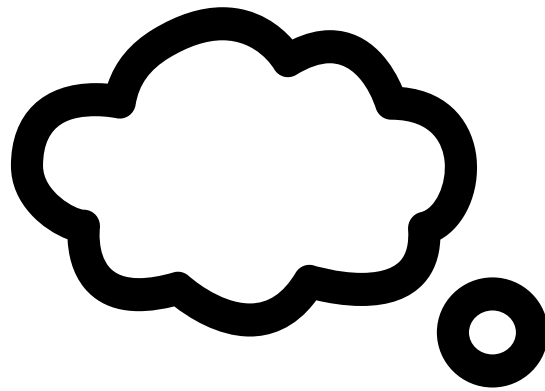
# Empathy Map 2

- I hope the wait time is not too long."
- How can I help you today?"
- They may ask, "How long will I have to wait?"
- Some might share, "I've been feeling tired lately"

- "I hope the doctor can diagnose my condition."
- "I need to provide the best care and accurate diagnosis."
- Patients may think, "Is my condition serious?"
- They could be concerned about medical costs.



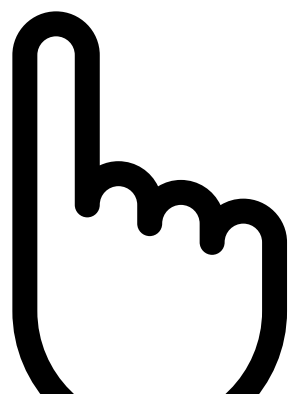
Says



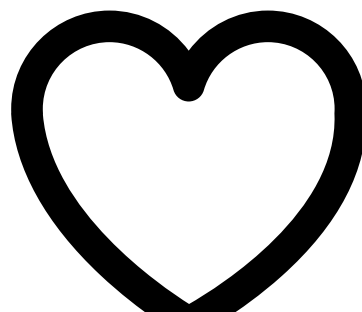
Thinks

Health  
hub  
medical  
clinic

Does



Feels



- Fill out paperwork, share medical history.
- Patients typically fill out medical history forms.
- They wait in the reception area or exam rooms.
- They follow medical instructions given by the healthcare providers.

- Anxious, worried about their health.
- Patients may feel anxious or worried about their symptoms.
- Some might feel relieved to be seeking medical help.
- They could feel vulnerable and in need of support.