



Says

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

Patients may ask questions at the front desk regarding their appointment or paperwork

Patients may fill out forms or provide necessary documentation to the receptionist

Some patients may express gratitude towards the staff for their assistance and care



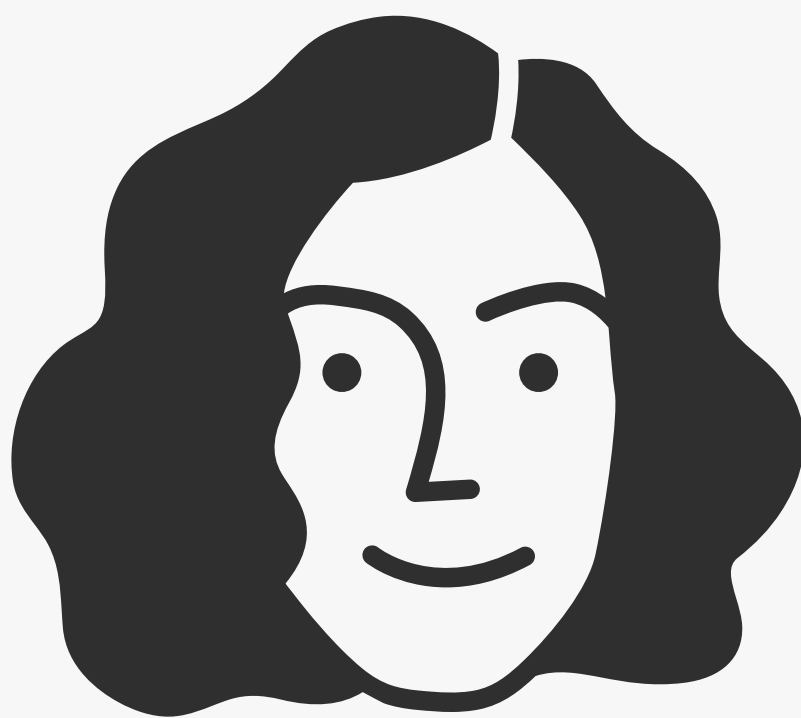
Thinks

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

"I need to find a reliable and convenient medical clinic for my healthcare needs."

"We need to ensure the clinic operates efficiently and meets patients' needs."

Patients may think about the potential cost of medical services or insurance coverage



HEALTH HUB MEDICAL CLINIC

Researches about the clinic, checks their website for services offered and insurance acceptance

Monitors patient feedback, implements necessary changes, ensures smooth operations.

Conducts thorough examinations, asks relevant questions, provides appropriate treatment options.

Patients may feel anxious or nervous about their health condition or upcoming appointment

They may feel relieved to have found a reputable medical clinic that can address their concerns

They may feel hopeful about receiving proper diagnosis and treatment from experienced doctors



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?