|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Problem**  **Statement (PS)** | **I am**  **(Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| A person with a family history of kidney disease | a patient over the age of 60 whose family has a history of kidney disease | find out if i will get a kidney disease | i cant get a get checkup without showing symptoms | the rules and regulation made by the hospital to prevent misuse of the system | frustrated |
| Regular checkup for patients | I am a preson who has regular check up at the clinic | I am trying to be free of any chronic disease | Each have to be individually tested to know if I have them | There is no fast way to test for one chronic disease | helpless |
| Test to see if a person will have said disease or not | Someone who wants to see if he is susceptible to any chronic disease | Find out if I have any disease | Takes time to test | Theres different test for different disease | helpless |

**Customer Problem Statement**