



Says

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

Patients may ask questions about their condition, express their concerns to staff and doctors, and follow the recommended treatment plan

They may also share their experiences with friends and family.

: Patients entering the clinic, waiting in the reception area, and interacting with staff and doctors. They may also see medical equipment and supplies.

Patients may hear other patients talking, staff answering phone calls, and doctors discussing medical conditions and treatments.



Does

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

HEALTH HUB MEDICAL CLINIC



Thinks

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



: Patients may feel anxious or worried about their health condition.

They may also feel frustrated if they have to wait a long time for their appointment or if they don't understand their diagnosis or treatment plan

They may think about their symptoms and how they are affecting their daily life.

Patients may feel anxious or worried about their health condition.

They may also feel frustrated if they have to wait a long time for their appointment or if they don't understand their diagnosis or treatment plan

Feels

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

