## Says

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

**Thinks** 

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



A registered nurse can become a doctor if they complete the required certification and education

Only medical graduates with MBBS degrees are eligible to purse an MD degree

Nurse worked to promote health, prevent disease, and help patients with illness

A clinic an organized medical service offering diagnostic, therapeutic, or preventive outpatient services

A clinic is a doctors office, particularly one that specializes in one kind of medicine

Better patient experience and care

Medical clinic

A medical clinic is a type of facility that's focused on outpatient service

A nurse cannot open a pharmacy in India

Texas medical center,(TMC) the largest medical complex in in the world

Does

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

Better
equipment at
a shared or
reduced
cost

Medical expertise improved tia gnosis, and outcomes

**Feels** 

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

Clinics are smaller

than hospital offer

a broader range of

service than a

doctors office



