



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?

Walk-in-
services

Healthcare
Institutions

Mirror
procedure

Accept new
patients

Vaccinations

Medical
Report



Health Hub
Medical
Clinic

Storing and
Managing
Data

Confirm
your
Appointment

Continuous
Caller

Covers the
National
Health Data
System

Participation
in Research

Polyclinic



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?