



**Says**

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

do patients  
at Health  
Hub Medical  
Clinic say?

This can  
include their  
concerns,  
questions, or  
feedback.

What actions  
do patients  
take at the  
clinic?

This could involve  
checking in, filling  
out paperwork, or  
discussing  
symptoms with  
medical staff.



**Does**

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

 [See an example](#)

**Thinks**

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

What might  
be going  
through  
their minds?

This can  
encompass their  
worries,  
expectations, or  
goals related to  
their health.

What emotions  
do patients  
experience  
when visiting  
the clinic?

This can  
range from  
anxiety or  
fear to relief  
or comfort.

**Feels**

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

