



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?



Feels

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



Does

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



When Can I go home?

Thinking to about contacting family

If she will have to stay overnight

Can i get some painkiller

What's taking so long?

Missing out on her daily schedule

O How long the wait will be?

When will i be seen?

Checks in with receptionist

Pain

Anxious

Taps her far

Waits patiently

Fear

Nervousness

Checks time