

## DOES

- 1) Administers the ER form filling
- 2) Checks for rooms vacancies
- 3) Provides First aid to the patient
- 4) Communicates about the patients health condition to the respective doctor
- 5) Administers anesthesia to the patient
- 6) Treats the patient according to the injury

## SAYS

- 1) What is the type of injury?
- 2) What is the patient medical history?
- 3) Who are the relatives of the patient?
- 4) Asks the persons concerned to the patient to fill the ER form
- 5) What are the symptoms?
- 6) How is the accident caused?

### EMPATHY MAP OF HOSPITAL STAFF

## THINKS

- 1) About room vacancies
- 2) About availability of doctors
- 3) Safety of the patient
- 4) Various symptoms that could conclude a disease
- 5) Precautions to be taken before handling a patient

## FEELS

- 1) Tired: long working hours
- 2) Sympathy: for the patient due to their condition
- 3) Frustrated: long procedures during admission
- 4) Confused: cannot conclude disease based on symptoms
- 5) Worried: he/she has to treat the patient according to the concluded disease or injury