## **SAYS**

- Is this a better hospital?
- How long I should wait for my turn?
- Is the nurse and the doctors are reliable?
- What if my problem got worsen in mean time?
- How much it will cost?
- How long should I stay?

## **THINKS**

- Will this is considered as an emergency?
- Which hospital should I visit?
- Will I get a best attending physician?
- Should I have to admit to the hospital?
- Can I be cured or will it leave a scar?
- Will this be expensive?

Patients and relatives visiting an emergency room of a hospital

## **DOES**

- Search for a nearby reliable hospital
- Finding a good attending doctor
- Look for the procedures to be done
- Finding alternative way if wait time increases
- Looking for the better treatment to cure the problem
- Waiting for results
- Doing further procedures; discharge or admitting

## **FEELS**

- Confused: Is it an emergency
- Fear: What will happen to me?
  Can I able to make it for the expenses?
  Will these needs to be admitted?
- Anxious: About waiting time
- Suspect: Of the ability of attending physician
- Happy: To get a experienced doctor
  To be able to get discharged