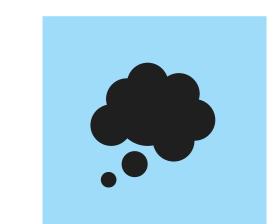


## Says

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?



Who is the operator or health hub.

Will records from private sector health care providers be included in health hub as well.

\* What type of health records are

The staff was helpful and kind.

They ensured lhave booked my follow up.

I am so glad I chose to ga to the pharmacy in the same clinic the pharmacist was also kind and friendly.

The clinic staff are extremely helpful and the doctor is excellent.

Who can access health eservices.



## preparation and maintenance of health hub medical clinic

Short summary of the persona

All of the staff was great they were helpful patient and helped with my insurance.

Select a profile In appointment tap make new appointment.

Select a health care institution or polyclinic.

Pick a service.

The would highly recommend it to any one.

The clinic staff are extremely helpful and the doctor is excellent.

**Feels** 

The on site pharmacy is great as well.

Does

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

Select a

slot.

date/time

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



