



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?

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

Who is the operator or health hub.

Who can access health e-services.

* What type of health records are



preparation and maintenance of health hub medical clinic

Short summary of the persona

The staff was helpful and kind.

They ensured I have booked my follow up.

I am so glad I chose to go 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.

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

The would highly recommend it to any one.

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

The on site pharmacy is great as well.



Does

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



Feels

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