



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?

The clinic and pharmacy offers walk- in services

Accepts new patients

Healthhub is like having a hospital or clinic at home

Cleaning and safety

Food available

Transport facility



USER

Reservoirs of critical resources and knowledge

Equipped for the diagnosis of disease

The treatment of medical and surgical

Good care taking

Environmental protection

Best service with care and hospitality orthopedic service



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?

 [See an example](#)