



Quotes:

"Pppfffft, I just don't think i'd get any help"

"I just get on with things, and don't ask for help"

Disengaged Dave

Dave doesn't think about paying for his health care at the minute, as he hasn't got any pressing concerns.

Traits & attitudes

Dave has never thought about getting help towards the cost of his health care before. He doesn't think about it because he hasn't had to pay for anything recently.

He thinks that that might have to pay, but isn't 100%. He assumes this because he always has paid and never found out otherwise.

Dave is used to using his mobile for most things, and doesn't go anywhere without it. He uses it mainly for social media and shopping on the internet; he often seeks recommendations from friends about large purchases before he buys them but rarely seeks out information to read.

Goals

1. To just get things 'done and dusted' quickly.
2. To get as much help as I can, with as little input from me as possible.

Pains

1. Dave doesn't like to read too much information
2. He feels uncomfortable talking about his own personal circumstances.
3. He just isn't interested in this stuff.

Needs

- I need a healthcare professional to tell me exactly what I have to pay, so that I don't waste my time looking for answers.
- I need any information to be very precise, so that I know quickly if it applies to me.
- I need to be able to have someone other than me to manage this on my behalf.