



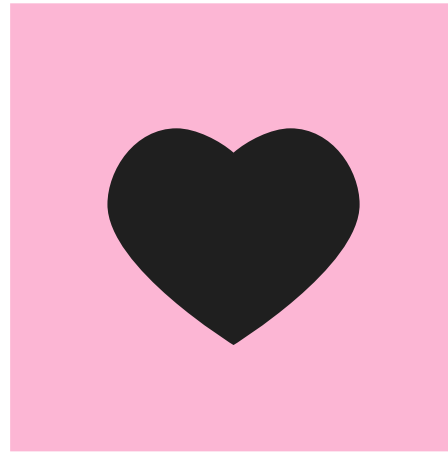
Says

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?



Feels

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



Does

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



HealthHup medical
Clinical

Type your
paragraph...

Meaning

A medical
clinic a type
of facility

Focus on
outpatient
services

Called clinic

Ancient
greek

Kaivn
klinein
meaning to
slope

Purpose

Promotion
and disease
provision
program

It develops
and
organisations

HpB journal

The official
journal of the
international

Hepatic
pancreatic
biliary
association