



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?

HealthHub
Medical
clinic

Should
Explain
diagonis, care
plan

what
changes in
medications?

special
care and
Instructions

Helps in the
diagonis
treatment of
diseases

specialist
care and
service

extensive
treatment
and Test
results

Is built
staffed and
technology

Use Modern
equipments
and reduce
uncertain cost

Serves for
investigation
and for
teaching

trust to
output and
satisfied

worried
about
having new
treatment

threatening
condition
make fear



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?