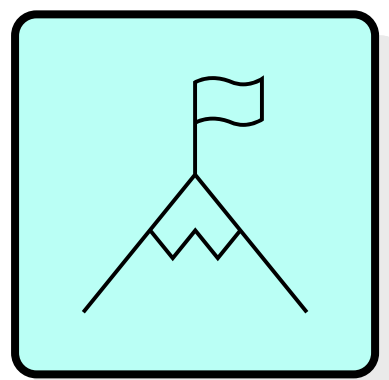


**WHO are we empathizing with?**

Who is the person we want to understand?  
What is the situation they are in?  
What is their role in the situation?

**GOAL**



**What do they need to DO?**

What do they need to do differently?  
What job(s) do they want or need to get done?  
What decision(s) do they need to make?  
How will we know they were successful?

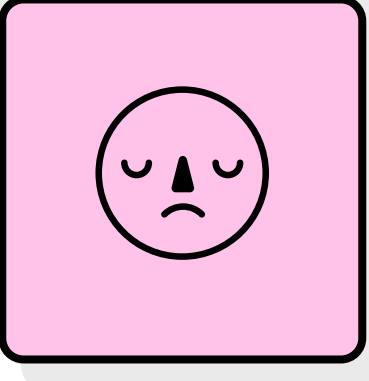


**What do they HEAR?**

What are they hearing others say?  
What are they hearing from friends?  
What are they hearing from colleagues?  
What are they hearing second-hand?

**What do they THINK and FEEL?**

**PAINS**

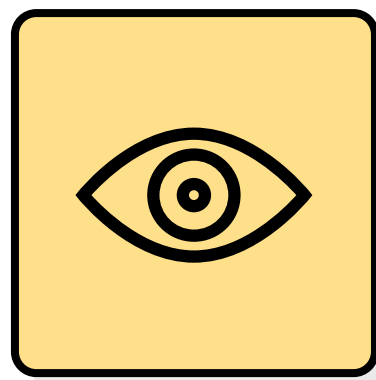


What are their fears, frustrations, and anxieties?

**GAINS**

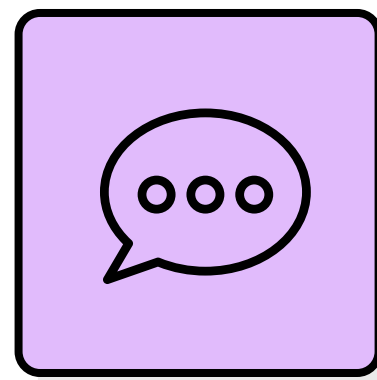


What are their wants, needs, hopes, and dreams?



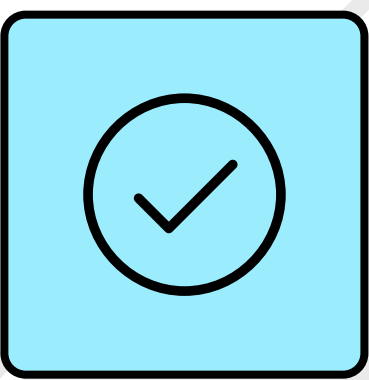
**What do they SEE?**

What do they see in the marketplace?  
What do they see in their immediate environment?  
What do they see others saying and doing?  
What are they watching and reading?



**What do they SAY?**

What have we heard them say?  
What can we imagine them saying?



**What do they DO?**

What do they do today?  
What behavior have we observed?  
What can we imagine them doing?

Lymphography patient whose health conditions have to be analyzed for further treatments.

Radiologist and healthcare staffs to understand the patient's perspective and address their concerns.

For a patient:  
The instructions from medical staff, explanations of the procedure, and reassurances from healthcare providers.

For a radiologist:  
Feedback from colleagues, discussions about the imaging results, and communication with the patient.

For a healthcare provider:  
Patient concerns, discussions with radiologists, and updates from the radiology department.

For a patient:  
Ask questions about the procedure, follow medical instructions.

For a radiologist:  
Communicate with the patient, record findings, consult with colleagues, and make clinical decisions.

For Radiologist:  
They will have to minimize patient's discomfort by using appropriate pain management techniques' should also try and improve imaging techniques to get higher quality of images with least exposure to radiation thereby ensuring the safety of patients.

For Patients:  
Patients can contribute to the success of their lymphography procedure by actively engaging in their healthcare, following instructions, and communicating with the healthcare team. Success is marked by a smooth procedure, accurate imaging, and ultimately, improved health outcomes as a result of an accurate diagnosis.

For a patient:  
The imaging equipment, medical staff, and possibly the needle or contrast dye used.

For a radiologist:  
Lymphatic images, diagnostic software, and potentially the patient's medical history.

For a healthcare provider:  
The procedure itself, the patient's condition, and the imaging results.

For patients:  
the potential for a clear diagnosis and relief from symptoms.

For radiologist:  
include contributing to accurate diagnoses.

For a radiologist:  
may involve complex cases, unclear images, and time pressure.

For a healthcare provider:  
may include addressing patient anxiety and coordinating the procedure.

For Healthcare provider:  
include assisting patients and obtaining accurate diagnostic information.

For a patient:  
Anxiety, curiosity, pain or discomfort, hopes for a clear diagnosis, trust in medical professionals.

For a healthcare provider:  
Empathy for the patient's discomfort, confidence in the procedure, concern for accurate results.

For a radiologist:  
Focus on accuracy, concern for patient's health, professional satisfaction, potential diagnostic challenges.

For a healthcare provider:  
Explain the procedure to the patient, provide emotional support, and coordinate with the radiology team.

For Healthcare providers:  
They provide the information about the importance and need for lymphography and get consent from the patient. Once Diagnosis is over they discuss the potential treatment options and next step with the patients.

For patients:  
and express their discomfort or satisfaction.