



Says

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

This can include their concerns, questions, or feedback.



Thinks

What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?

This can encompass their worries, expectations, or goals related to their health.



Preparation and Maintanance of ZOHO Books for HealthHub Medical Clinic

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This could involve checking in, filling out paperwork, or discussing symptoms with medical staff.

This can range from anxiety or fear to relief or comfort.



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?