



**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?

How to maintain healthhub medical clinic ?

To know the good health care condition.

How to deal with patients ?

To feel inspired for our services to patients .

I want to maintain health for patients.

To maintain details of ambulance and details of experienced nurse.

Patients will satisfy with our medical clinic

They will definitely cure



**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?