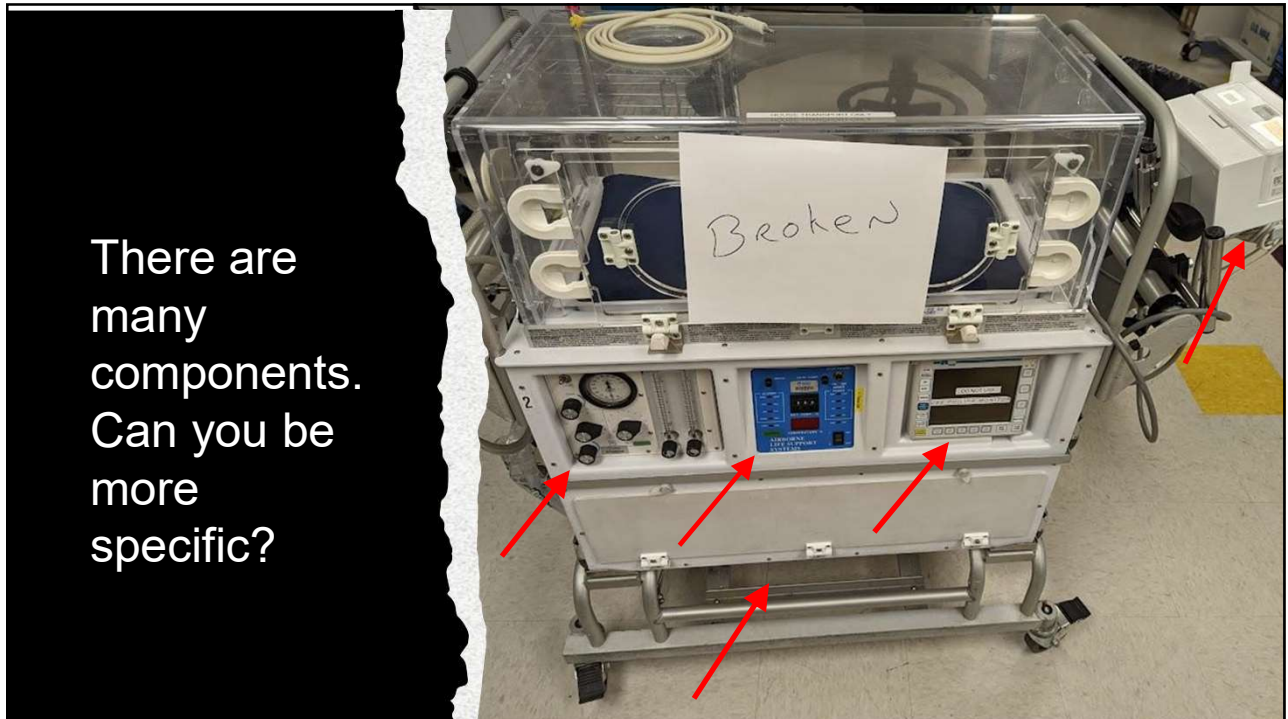
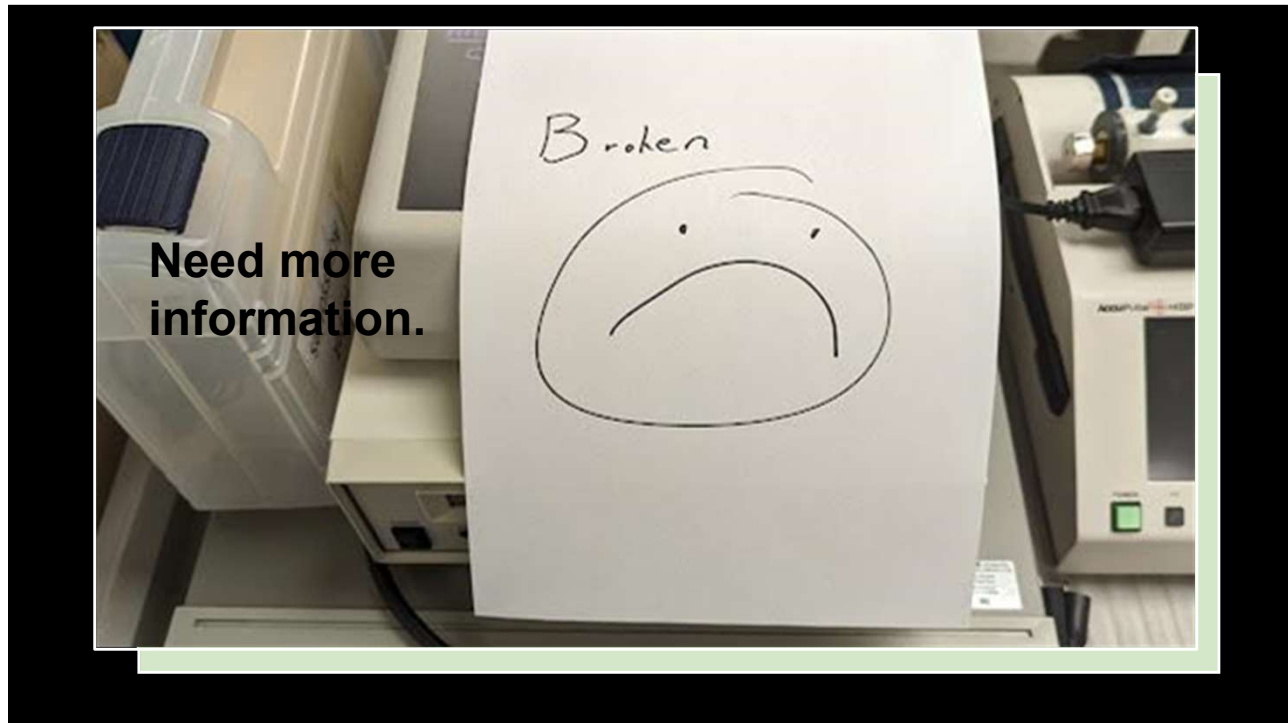


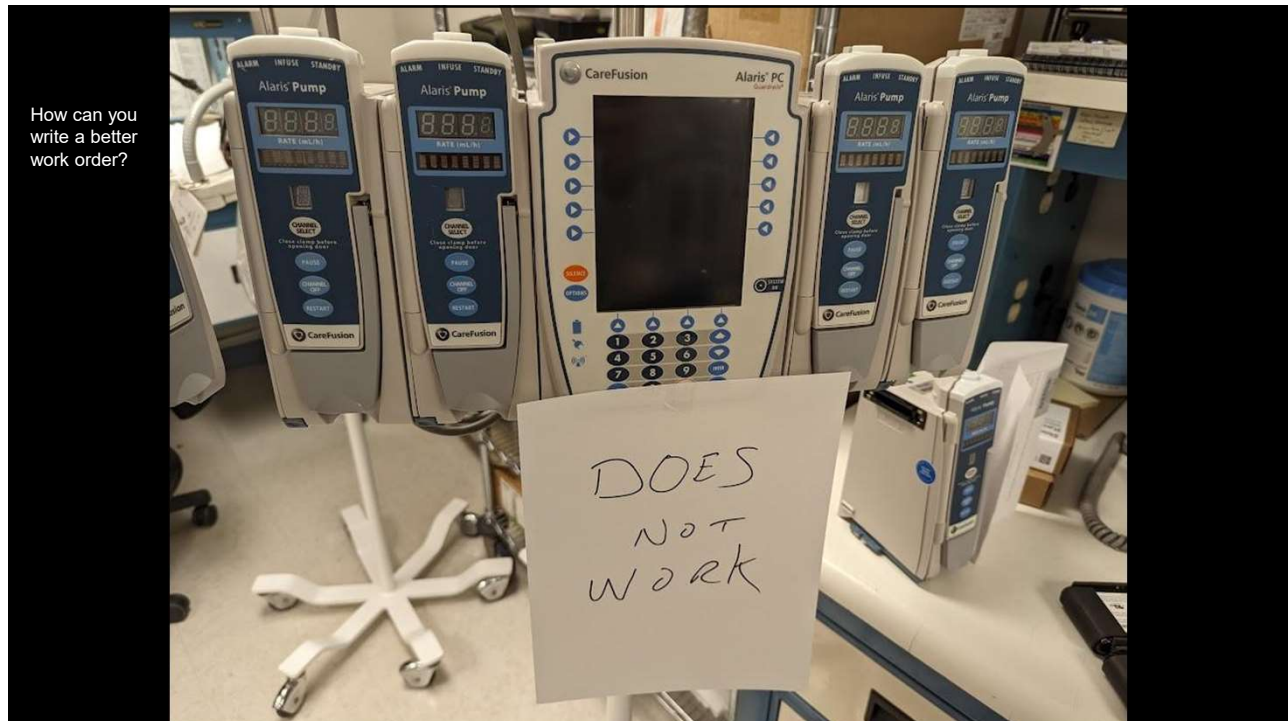
1



2



3



4

## Obtain the details about what is not working

- You threw it down the stairs and it isn't working.  
You dropped it in the toilet and it isn't working.  
You don't know how to use it so it isn't working.
- Illicit a more accurate description from the user as to what is not working.

5

## What do you ask to get clarification?



Not  
working  
as  
expected

The best method would be the one that ACTUALLY works to get the accurate description of the problem. That way, the device can be fixed and returned quickly so the nursing staff can use it and the patient benefits from its use.

6