MediQuery: An AI-Powered Web Assistant for Instant Health Guidance and Symptom-based Support

A MINI PROJECT REPORT FOR THE COURSE DESIGN THINKING

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May 2025

BONAFIDE CERTIFICATE

Certified that this project report titled **"MediQuery: An AI-Powered Web Assistant for Instant Health Guidance and Symptom-based Support"** is the bonafide work of **RAGUL A (230701252), RAHUL P (230701254)** who carried out the work under my supervision. Certified further that to the best of my knowledge the work reported herein does not form part of any other thesis or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

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ANNEXURE III

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1.Introduction

In recent years, the integration of artificial intelligence (AI) into digital services has significantly transformed the way individuals seek and receive healthcare information. With the growing reliance on digital platforms and the increasing demand for instant access to health support, AI-driven systems have emerged as promising solutions to address the challenges faced in traditional healthcare delivery, particularly in areas where medical infrastructure is limited or difficult to access. This project focuses on the design and implementation of a comprehensive web-based Medical AI Chatbot system that acts as a supportive healthcare assistant, offering general medical guidance, educational content, and consultation scheduling in an accessible, user-friendly environment.

The core objective of this system is to empower users with timely and credible medical information without the need for direct visits to healthcare providers for basic symptoms or non-emergency conditions. Built on a double-layered architecture**,** the system comprises a React.js frontend that ensures a smooth, responsive, and visually engaging user experience, and a Python-based backend that incorporates Natural Language Processing (NLP) to interpret and respond to user inputs.

The backend is enhanced with Microsoft's Phi-2 pretrained language model**,** a lightweight yet capable transformer model integrated through Hugging Face's library, which allows for context-aware, fluent, and medically relevant chatbot responses in real time. Users begin their interaction through a secure authentication system powered by Firebase Authentication, which supports traditional email-password login as well as Google sign-in. Once authenticated, users are taken to a central home interface from where they can access key functionalities of the application.

The primary feature remains the AI Medical Chatbot, which helps users evaluate symptoms, provides wellness tips, and recommends whether further medical attention may be necessary. Two major new features have been added to enrich the functionality and utility of the system. The first is a Doctor Consultation module**,** which allows users to conveniently book virtual appointments with medical professionals.

This feature ensures that users needing further evaluation or follow-up care can easily connect with certified doctors from the comfort of their homes. The second addition is a Medical Video Library, which hosts a collection of short, informative videos that explain basic health topics such as diabetes management, first aid techniques, and preventive care. This feature not only enhances user engagement but also serves an educational purpose by helping users better understand common conditions and healthy practices through visual learning.

Beyond these, the project has been designed with scalability and future enhancements in mind. Planned upgrades include the integration of hospital filtering **tools** to help users compare and locate hospitals based on price, distance, and user reviews, as well as the implementation of real-time feedback systems for users to rate services and suggest improvements. There are also provisions to introduce multilingual capabilities**,** voice interaction, and even offline or SMS-based support for users in low-connectivity regions.

By combining real-time AI chatbot interactions, consultation booking, and health education, the platform aims to deliver a holistic digital health experience. It supports the ongoing digital transformation in healthcare, reduces the burden on healthcare providers by addressing routine queries digitally, and ensures users are better informed and more proactive about their health. Although it is not a substitute for professional medical care, this Medical AI Chatbot system serves as a first point of contact, especially useful in early assessment, triaging, and self-care guidance. The project demonstrates how user-focused AI solutions can bridge critical gaps in accessibility, affordability, and health literacy in today’s digital world.

1.1 Design Thinking Approach

Design thinking is a user-centered, solution-focused methodology that has become a core strategy in modern product and service innovation. It encourages a non-linear, iterative process that places human needs at the forefront of problem-solving. Rather than rushing to solutions, design thinking promotes understanding user behavior**,** challenging existing assumptions**,** and reframing complex issues to generate practical, creative outcomes that can be tested and improved over time.

Several well-established models of design thinking exist, each tailored to fit different industries and innovation contexts. These include:

- **IDEO's 3 I Model**: This model comprises three major phases- Inspiration (understanding the problem or opportunity), Ideation (generating ideas and concepts), and Implementation (realizing those ideas in practice).
- **Double Diamond Model**: Developed by the Design Council UK, this model follows a Discover → Define → Develop → Deliver sequence. The first diamond focuses on problem exploration, and the second on refining and delivering the best solution.
- **IBM Design Thinking Framework**: This model emphasizes Observe**,** Reflect**,** and Make**,** placing special importance on aligning the entire team around user outcomes and iterative learning cycles.
- **Stanford d.school Model**: Widely adopted in academia and industry, this model provides a structured path through Empathize**,** Define**,** Ideate**,** Prototype**,** and Test stages. It promotes innovation grounded in deep empathy and rapid experimentation.

1.2 Stanford Design Thinking Model and Its Stages

The Stanford d.school's five-stage design thinking framework was instrumental in guiding the development of the Medical AI Chatbot system. Each stage is interlinked and iterative, allowing flexibility to revisit earlier stages based on newly uncovered insights during testing and user interaction.

Empathize: This stage involved deeply engaging with potential users—students, professionals, and patients—to understand their needs, frustrations, and behaviors related to accessing medical information. Methods such as online surveys**,** interviews**,** and observational analysis on digital health forums (e.g., Reddit, Quora) were used to gather real-world perspectives. Key findings highlighted challenges in trust, information overload, and accessibility of reliable healthcare support.

Define: Insights collected during the empathy phase were analyzed to define core problems users face when seeking healthcare assistance online. This led to the formation of concise problem statements such as: "How might we provide instant and reliable medical guidance through a safe and simple interface?".

“How can we connect users with professional help while ensuring comfort and trust?”. This stage helped to narrow the scope and align the solution closely with user expectations.

Ideate: In this phase, the focus shifted toward creative exploration and brainstorming. Multiple ideas were generated to address the core problems, including AI-driven chat support, hospital filtering features, voice input, and mental health guidance. Through a comparative evaluation process and mind-mapping sessions, the team selected the most viable features that aligned with user needs and system feasibility.

Prototype: The selected ideas were transformed into functional wireframes and interactive prototypes using Figma**.** Early designs included screens for chat interaction**,** hospital suggestions**,** feedback forms, and a video library interface. These low-fidelity mockups allowed stakeholders to visualize the product flow and provided a foundation for technical development using React and Python.

Test: The final stage involved testing the prototypes with real users and team members to gather usability feedback. Participants found the chatbot interface clean and accessible but requested more intuitive responses and voice/language support. Based on this input, the chatbot response flow was refined, and new features like doctor consultation booking and educational video content were planned and integrated.

2. Literature Review

Over the past few years, healthcare artificial intelligence (AI) has become a revolutionary solution, providing scalable, accessible, and on-demand medical care. Several research studies and academic papers have investigated domain-specific applications and design approaches to enhance healthcare experiences through digital tools. Our literature review discussed both design thinking uses in healthcare and medical AI chatbot innovations.The rising trend in medical AI chatbots translates to the accelerating need for friendly, precise, and affordable healthcare information resources. From rule-based early days to present AI-driven assistants via machine learning, the industry has made huge progress through interdisciplinary innovations such as web technology, NLP, and clinical informatics.

“Medibot: A Medical Assistant Chatbot", the researchers suggest an AI-driven chatbot that uses Natural Language Processing (NLP) to forecast diseases, interpret symptoms, and recommend nearby hospitals through in-built mapping technology. The chatbot also offers reminders for taking medication so that treatment regimens can be followed. Their review of literature shows how medical chatbots have evolved, Google Maps API has been implemented for navigation in healthcare, and AI models have been developed for early detection of diseases and emotional wellbeing assistance. In all, Medibot tries to make healthcare more accessible by integrating intelligent conversation and location-based services[1].

Accuracy and Reliability of Chatbot Responses to Physician Questions," the researchers evaluated the performance of AI chatbots such as GPT-3.5 and GPT-4 in responding to medical questions from doctors in 17 specialties. Results indicated that chatbot answers were mostly accurate and complete, particularly for simple and medium difficulty questions. Nevertheless, the study also reported some errors and hallucinations, calling for cautious use in clinical environments. The paper concludes that although chatbots have high potential in healthcare assistance, additional improvements are needed for safe real-world application[2].

“Chatbots in Health Care: Bridging Patients to Knowledge" authors discuss how AI-powered chatbots are increasingly being utilized to provide 24/7 access to healthcare, symptom checking, drug reminders, and emotional support. While chatbots enhance patient engagement and ease, the study emphasizes existing fears regarding data privacy, stale information, and the need for human monitoring in the clinical environment. The article concludes that although chatbots have strong potential, there is a need for ethical guidelines and rigorous testing for their safe integration into healthcare[3]. “Conversational Agents in Health Care: Scoping Review and Conceptual Analysis" offers a broad review of the use of conversational agents such as chatbots in healthcare for treatment assistance, patient education, and care service support. It points out that most systems remain text-based and communicated through apps, with no sound clinical assessments. The authors stress the intense demand for stronger evidence regarding the effectiveness, safety, and acceptability of the agents prior to widespread use in healthcare practices[4]. "Bias and Inaccuracy in AI Chatbot Ophthalmologist Recommendations", the researchers examine how well AI chatbots such as ChatGPT, Bing Chat, and Google Bard function in recommending ophthalmologists in the 20 largest U.S. cities.

The researchers detected strong gender bias, favoring academic physicians, and a high level of inaccurate recommendations. These results point to fundamental issues in the fairness and accuracy of AI chatbot recommendations in healthcare, particularly in specialist referrals[5]. "Medical Assistant Chatbot Using AI" discusses creating a medical chatbot developed with Python and Natural Language Processing (NLP) with special emphasis on morphological analysis for enhanced comprehension of user queries. The chatbot is designed to offer rudimentary health care assistance, medication advice, and symptom detection at the onset, particularly useful during pandemic outbreaks. The study highlights how chatbots can reduce treatment costs, enhance patient interaction, and support health care professionals by automating initial interactions[6].

"Use of Artificial Intelligence Chatbots in Clinical Management of Immune-Related Adverse Events," authors evaluate the capacity of ChatGPT and Bard to respond to sophisticated medical queries about the side effects of cancer immunotherapy. Outcomes indicated that ChatGPT gave very accurate and comprehensive answers, and hallucinations or significant errors were infrequent. Nevertheless, the paper highlights that human supervision and compliance with clinical guidelines continue to be indispensable before making key healthcare decisions[7].

The editorial "ChatGPT, An Artificial Intelligence Chatbot, Is Affecting Medical Literature" reflects on the newly arising role of AI tools such as ChatGPT in scientific publishing and writing. Although praising the chatbot for its capacity to create logical and human-sounding text, the article sounds a warning note regarding possible misinformation, biases, and ethical implications. It emphasizes that AI-generated content should be handled with care, put under human oversight, and adequately marked to ensure the integrity and originality of scientific research[8].

"The Future of AI in Medicine: A Perspective from a Chatbot", the authors discuss how ChatGPT was used to write sections of a scientific paper, showcasing AI's increasing role in healthcare communication. The article discusses AI's promise in areas such as radiology, surgery, oncology, and primary care while cautioning against biases, privacy concerns, and over-reliance on AI. It determines that while AI holds unparalleled potential in medicine, human oversight and moral guidelines are still necessary[9]. The research "Survey of Conversational Agents in Health" systematically assesses the progress and use of chatbots in healthcare, critically evaluating 40 significant studies spanning ten years.

It classifies agents according to their dialog types, system designs, and use cases in healthcare, highlighting strengths and current shortcomings. The report emphasizes that even as conversational agents enhance accessibility and patient interaction, there are important gaps involving emotional interaction, trust, and data protection which need to be resolved by future studies[10]. "Web-Based Multiple Disease Prediction System with Transfer Learning and Healthcare Chatbot", suggests a web application that integrates transfer learning, deep learning models, and Dialogflow AI to predict diseases and provide medical advice.

The system learns features from pre-trained models to enhance accuracy and utilizes conversational AI to collect user symptoms interactively. The research illustrates how the integration of AI-powered chatbots with machine learning can improve personalized healthcare support and decision-making[11]. The article "From Text to Treatment: An Overview of Artificial Intelligence Chatbots in Healthcare" talks about the revolutionary impact of AI-powered chatbots in healthcare services, underlining their potential to conduct initial disease diagnoses and provide vital health information prior to a patient visiting a doctor. It highlights the natural language processing abilities of chatbots, their capacity to comprehend and respond to user inputs, and their capability to enhance healthcare accessibility, affordability, and communication[12].

"Healthcare Chatbot System based on Artificial Intelligence", introduces a chatbot that will talk to users, record symptoms, and give general medical advice prior to visiting the doctor. Employing methods such as TF-IDF, stemming, n-grams, and cosine similarity, the chatbot processes user queries and provides recommendations for general health complaints like cold and headache. The chatbot is supposed to decrease consulting time and expenses while providing immediate healthcare assistance during emergencies[13].

"Chatbots in Healthcare: Challenges, Technologies and Applications" offers a complete overview of AI-based healthcare chatbots, outlining how they optimize patient care, minimize hospital trips, and optimize consultations. It explains different technologies and assessment tools applied to healthcare chatbots and identifies significant challenges like security breaches, user confidence, and privacy issues regarding data. The article proposes that even though chatbots enhance the accessibility of healthcare, their creation should address significant risks[14].

The article "A Self-Diagnosis Medical Chatbot Using Artificial Intelligence" introduces the design of a text-based chatbot that is capable of interacting with users in natural language to diagnose illnesses based on symptoms and offer simple health tips. Through pattern matching and symptom extraction methods, the chatbot translates user input into potential conditions and suggests consulting doctors if necessary. It seeks to lower healthcare expenses, facilitate early diagnosis, and increase patient involvement through easy, accessible AI-based interactions[15].

3.Domain Area

This project operates at the intersection of healthcare technology, artificial intelligence, natural language processing (NLP), and modern web application development. It addresses the growing demand for on-demand, accurate, and affordable healthcare support, particularly in regions where traditional medical services are either scarce or expensive. The integration of AI into healthcare systems allows for automated yet intelligent responses to user health queries, enhancing both reach and efficiency.

One of the core motivations behind this initiative is to bridge the gap between patients and basic healthcare guidance using a digital solution that remains accessible regardless of location or socioeconomic status. The system is designed to handle non-emergency queries effectively, provide general medical guidance, and assist users in navigating healthcare options without replacing professional consultations.

The major domain challenges include ensuring that the chatbot provides trustworthy and medically appropriate advice without crossing ethical boundaries, securing sensitive user data during interactions, and designing an intuitive, responsive interface that users from various backgrounds can engage with effortlessly. Another critical concern is the responsible integration of AI—where the chatbot can provide intelligent suggestions but also recognize the limits of machine-generated recommendations in healthcare contexts.

This project, through the use of scalable web technologies and advanced AI language models, offers a meaningful response to these challenges. It stands as a step toward democratizing healthcare information by combining technology with human-centered design principles, ensuring inclusivity, safety, and usability at its core.

4. Empathy Stage

During the empathy stage, several key activities were conducted to understand the challenges and expectations of potential users. Surveys and questionnaires were designed and distributed among students, working professionals, and the general public to gather a wide range of perspectives. Semi-structured interviews were also carried out to learn about individuals' experiences with existing health information platforms.

Additionally, casual observation sessions were conducted where participants interacted with current healthcare-related applications, helping uncover usability gaps and frustrations. Online platforms such as Reddit and Quora were explored to examine common health concerns and questions users often raise in public forums. In the course of secondary research, the team evaluated telemedicine trends in India and analyzed the functionality and limitations of well-known healthcare chatbots like Babylon Health and Ada. Various UX case studies were also reviewed to identify design patterns that influence user trust and ease of use.

This phase highlighted significant insights including economic and geographical barriers to healthcare access, the growing user preference for immediate online support, and the limitations of rule-based chatbot systems in handling complex medical scenarios. Primary research further revealed pressing user concerns and interests. Responses from over 30 individuals highlighted that 78% experienced difficulty obtaining timely medical guidance, and 65% still relied on general search engines for health information despite doubts about accuracy. Around 82% of users expressed interest in using AI for initial symptom diagnosis, while 91% prioritized the security and privacy of their health data.

From this research, several user needs were clearly identified. These included the demand for accessible and reliable health information available around the clock, a minimalistic and easy-to-use interface that accommodates users with varying tech familiarity, and the importance of secure, trustworthy, and context-aware responses. Additionally, users expressed the need for clear guidance on when to seek professional medical help, as well as support for mental health concerns delivered in a non-judgmental environment.

5. Define Stage

During the Define stage of this project, the team conducted a detailed analysis of user needs based on primary and secondary research findings. Several critical pain points were identified, such as the users' desire for self-assessment or preliminary diagnosis tools prior to hospital visits, and the absence of simple, low-cost hospital comparison systems. There was a notable demand for multilingual and voice-enabled features to enhance accessibility, as well as strong user reluctance to discuss sensitive health or mental health concerns without guaranteed privacy.

Additional concerns included the difficulty in accessing reliable and timely medical information, anxiety over data protection and the authenticity of AI-generated advice, frustrations with overly complex healthcare interfaces, and the inefficiency of having to navigate multiple platforms to gather comprehensive health insights. To address these concerns, the team brainstormed several problem statements that could serve as the foundation for ideation. These included: “How might we design a secure, accessible platform offering valid medical information while establishing distinct boundaries between AI support and professional healthcare?” and “How can we create an AI-driven system that provides tailored healthcare information while ensuring user privacy and data security?”

Another focused on usability: “How can we create an easy-to-use interface that guides users through both general medical concerns and mental health support without requiring technical knowledge?” Broader accessibility was addressed in: “How might we offer a safe, AI-driven assistant that provides immediate medical advice and hospital suggestions?” These problem statements were later used to direct ideation sessions and prototype development.

Final Problem Statement:

"How could we create a safe, AI-based chatbot that gives sound medical and mental health advice and facilitates users to reach affordable hospitals and provide feedback for ongoing improvement?" Upon assessment against user requirements and feasibility criteria, we chose the first problem statement as our area of focus: "How can we build a safe, accessible platform that delivers trustworthy medical information while establishing clear boundaries between AI support and professional healthcare?", This question speaks to the fundamental user needs while recognizing the ethical limits of AI in healthcare.

6. Ideation Stage

Problem Statement Analysis:

The analysis of the collected data revealed several key insights that shaped the project's problem definition. Firstly, it became evident that users are increasingly looking for comprehensive support that addresses both physical and mental well-being. While many existing healthcare applications offer basic symptom checkers or health advice, they often fall short of providing personalized guidance or holistic care that spans both medical and emotional needs. Additionally, a significant gap was identified in the ability of current apps to filter and suggest hospitals based on individual preferences such as affordability, proximity, and service ratings.

This lack of personalization creates friction in the user journey, particularly for individuals seeking cost-effective and trustworthy healthcare providers. Furthermore, there was a strong demand for multilingual and voice-enabled support. This is particularly crucial in diverse regions where users may not be comfortable with text-based interfaces or may face language barriers. Addressing these needs was central to defining a solution that is inclusive, user-centric, and adaptable to real-world healthcare access challenges.

Mind Mapping Outcomes:

The ideation phase of the project led to the development of several interconnected features, each aimed at addressing a specific set of user needs. The core component is the Medical Chatbot, which is designed to handle symptom-based queries, provide health-related guidance, and suggest appropriate next steps for users, including when to seek emergency care. Initially, a Mental Health Chatbot was also considered, intended to offer support for stress, anxiety, and emotional well-being through motivational messages and affirmations. However, this feature has since been removed from the current version of the project. Another significant module conceptualized during this stage is the Hospital Finder. This to make more informed choices when selecting healthcare facilities.

To support continuous improvement, a User Feedback System was also included in the initial design. This module captures real-time input from users about their experiences with the chatbot and healthcare services, enabling developers to iteratively refine the platform and ensure that it evolves based on actual user expectations and satisfaction levels.

Three to Four Ideas:

During the ideation phase, multiple innovative features were proposed to meet the diverse needs identified during earlier stages. One of the core ideas was the integration of a combined AI chatbot capable of addressing both medical and mental health queries, delivering unified assistance through a single interface.

Another concept was a hospital filtering system that allows users to find and compare healthcare facilities based on affordability, distance, and patient ratings, thereby enhancing decision-making capabilities. A feedback loop was also considered essential for real-time service improvement, enabling the system to evolve through continuous user input. Additionally, voice interaction and multilingual support were envisioned to broaden accessibility for users from various linguistic and literacy backgrounds.

Following a thorough evaluation of all generated concepts, the best idea selected was the development of an AI-based chatbot platform equipped with two focused modules—one for general medical queries and the other for mental health support—alongside hospital filtering capabilities, a feedback system, and the potential for future upgrades such as multilingual and voice interface integration. The guiding value proposition behind this concept is to build a web-based, user-friendly AI chatbot platform that provides instant, secure, and reliable healthcare support. This system aims to deliver low-cost care options while empowering users to shape and enhance the service through their feedback.

In analyzing the core problem statement, several critical components were addressed. These included maintaining a balance between security and accessibility, clearly defining the limits of AI guidance versus professional medical intervention, sourcing reliable and evidence-based medical content, and designing a user interface that can effectively cater to users of varying digital literacy levels and backgrounds. These insights provided the foundation for the proposed solution and its eventual implementation strategy.

Mind Mapping

The analysis of the collected data revealed several key insights that shaped the project's problem definition. Firstly, it became evident that users are increasingly looking for comprehensive support that addresses both physical and mental well-being. While many existing healthcare applications offer basic symptom checkers or health advice, they often fall short of providing personalized guidance or holistic care that spans both medical and emotional needs.

Additionally, a significant gap was identified in the ability of current apps to filter and suggest hospitals based on individual preferences such as affordability, proximity, and service ratings. This lack of personalization creates friction in the user journey, particularly for individuals seeking cost-effective and trustworthy healthcare providers. Furthermore, there was a strong demand for multilingual and voice-enabled support. This is particularly crucial in diverse regions where users may not be comfortable with text-based interfaces or may face language barriers. Addressing these needs was central to defining a solution that is inclusive, user-centric, and adaptable to real-world healthcare access challenges.

Brainstorming Session Outcomes

The brainstorming session yielded four distinct and innovative ideas aimed at improving user interaction with digital healthcare tools. The first was a Medical Library Chatbot, envisioned as an AI-driven search engine specifically tailored for retrieving reliable and relevant medical information.

The second concept, the Symptom Navigator, was proposed as a decision-tree-based application to help users assess symptoms and determine appropriate next steps in their care journey. A third idea, the Dual-Purpose Healthcare Assistant, combined general medical advice and mental health support into one integrated platform, with an emphasis on data privacy and secure interaction. Lastly, the Hospital Connection Platform was conceived to help users locate and connect with nearby healthcare centers based on various filters such as affordability, services, and user ratings.

After evaluating each idea against the primary problem statement and identified user needs, the team selected the Dual-Purpose Healthcare Assistant concept. This solution was found to most comprehensively address user expectations by offering both physical and mental health support within a single, user-friendly system, while also including essential security features to ensure data protection.

The value proposition of the selected concept is centered on empowering users with accessible, reliable healthcare support. Our Medical AI Chatbot offers instant and secure access to trusted healthcare information through a simple web interface. It is designed to provide users with general medical guidance and mental wellness assistance while clearly identifying situations that require professional medical attention. This ensures users are equipped to make informed decisions about their health anytime and from anywhere.

7. Prototype Stage

The initial prototype of the Medical AI Chatbot was meticulously designed using Figma to visualize the user journey and layout of the application. The wireframes began with a **Welcome Page**, created to greet users with a clean, minimalistic design and clear navigation options, ensuring a smooth introduction to the platform. The **Login/Signup interface** followed, offering secure authentication via traditional email-password entry or convenient Google sign-in through Firebase integration. After successful authentication, users are directed to the **Home Page**, which features essential options including access to the chatbot and a visible logout button for session security. At the core of the interface is the **Chatbot Conversation Window**, crafted to facilitate a seamless dialogue experience between users and the AI. This window includes a text input field, response bubbles, and real-time interaction features, all optimized for both desktop and mobile use. The prototype emphasizes intuitive interaction, accessibility, and a consistent design language to align with user expectations for healthcare support platforms.

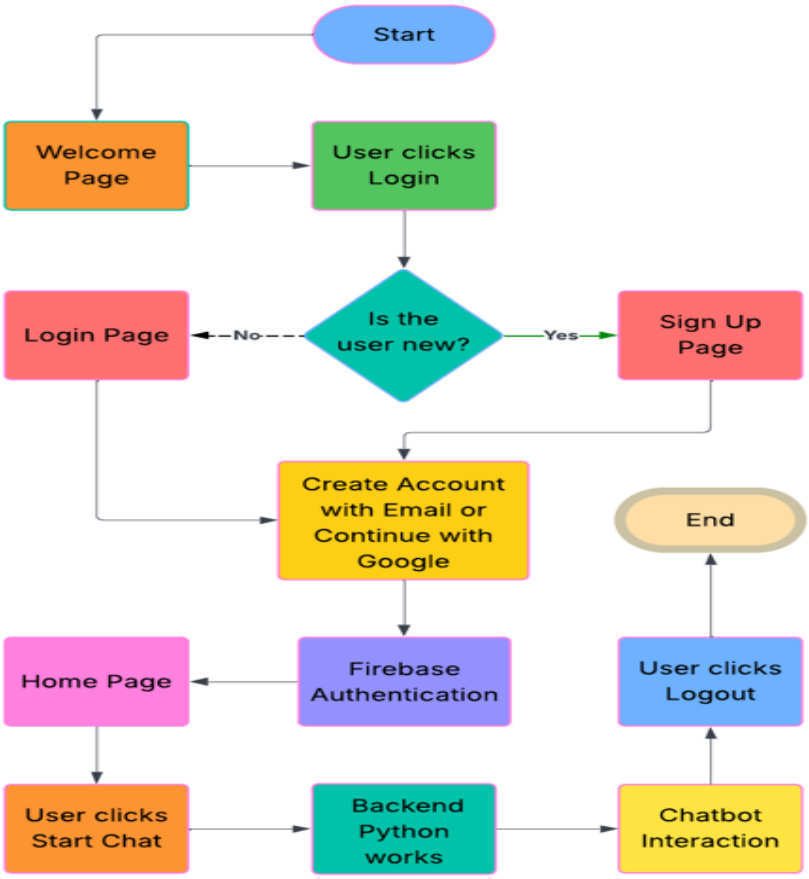

Figure 1: Process Flow

Our first prototype included:

The initial prototype of the Medical AI Chatbot was developed with a focus on simplicity, accessibility, and user flow clarity. The entry point of the application was the Welcome Page, designed to be clean and minimalistic, featuring direct access to login and sign-up options. The authentication process was handled through Firebase, enabling both email/password registration and Google-based login to ensure flexibility and security for the user. Upon successful login, users were directed to the Home Page Dashboard, which provided intuitive navigation options for accessing medical support features.

The central component of the application was the Chat Interface, which included a familiar dialog layout with clearly structured response bubbles and a user input field for initiating conversations with the chatbot. Finally, the prototype also integrated a Logout Functionality, allowing users to securely end their session, which automatically redirected them back to the Welcome Page, reinforcing both usability and session control. This prototype served as the foundation for iterative design and feature expansion based on user feedback and testing outcomes. The prototype was built as a working web application using React.js for the frontend and Python with the Phi-2 model for the backend, linked via API calls. Firebase offered authentication services.

8. Test and Feedback

Feedback Collected:

During the testing phase, diverse feedback was gathered from team members, peer project teams, and end users to refine the system's usability and performance. Team members appreciated the simplicity of the user interface and the inclusion of both medical and mental health chatbot modules, which they found effective in covering a broad range of user needs. They also suggested incorporating voice recognition and language options to improve accessibility. Other teams reviewing the prototype recommended enhancements in the hospital filtering system**,** proposing filters based on distance and medical specialty, and emphasized the need to improve the AI response generation for better contextual relevance. End users, who interacted with the platform in real-world scenarios, responded positively to its quick usability and minimalistic design, with many favoring the mental health chatbot for stress-related concerns.

However, they also noted the need for regional language support to accommodate a broader audience and observed limitations in the chatbot's medical knowledge, especially in more complex scenarios. This feedback played a crucial role in guiding the redesign and implementation phases. User Testing Methodology: We held moderated usability testing with 15 participants of varied backgrounds, ages, and technical skill levels. Tests involved directed tasks and open discovery of the interface.

Key Feedback: Authentication Flow: Users liked the ease of the login process, especially the Google sign-in feature. Interface Clarity: 92% of participants successfully accessed the chatbot independently. Response Quality: Participants mentioned the natural language answers but asked for more detailed medical explanations Mental Health Support: Participants appreciated the specialized mental health feature but asked for clearer distinction between the two modes of chatbot. Security Perception: Participants had high trust in the security measures but asked for visible privacy policy information.

Team Member Feedback: Internal team assessment pointed out: Requirement for stronger disclaimers regarding AI limitations, Proposals for visual indicators during chatbot processing of requests, Proposal for emergency situation response handling protocols, Proposals for better conversation context retention.

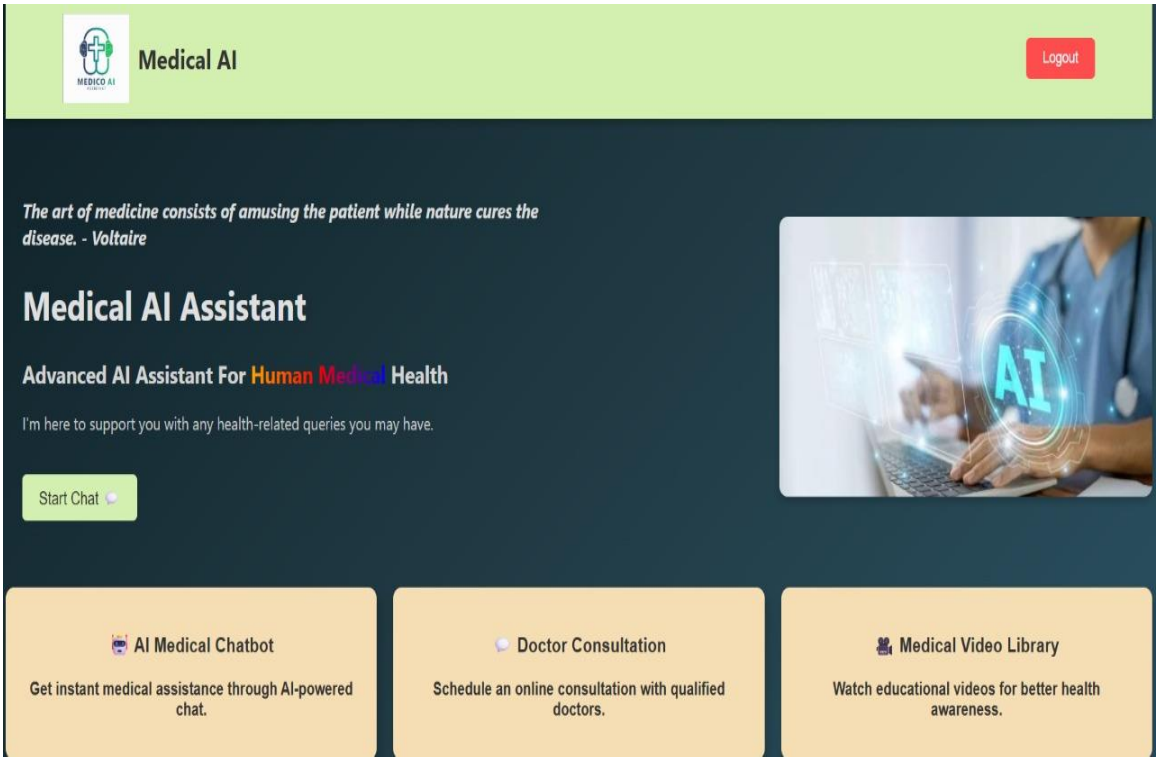

Figure 2: Dashboard

9. Re-design and Implementation

The user feedback and evaluation, several changes and improvements were made to enhance the functionality, usability, and relevance of the Medical AI Chatbot system. These updates addressed user needs while integrating new features and removing less-used components.

Re-design Based on Feedback and Feature Updates:

User Interface Refinement:

The frontend was redesigned to maintain a consistent, clean layout across all pages. A new section was added to the home page for accessing doctor consultations and educational videos. Removal of Mental Health Chatbot**:** Based on feature prioritization and user demand, the mental health module was removed. This helped streamline the chatbot flow and focus entirely on general medical queries.

Doctor Consultation Feature:

A new consultation module was added, allowing patients to book appointments with available doctors directly through the interface. This required updates to both the frontend interface (for booking forms and doctor profiles) and backend scheduling logic.

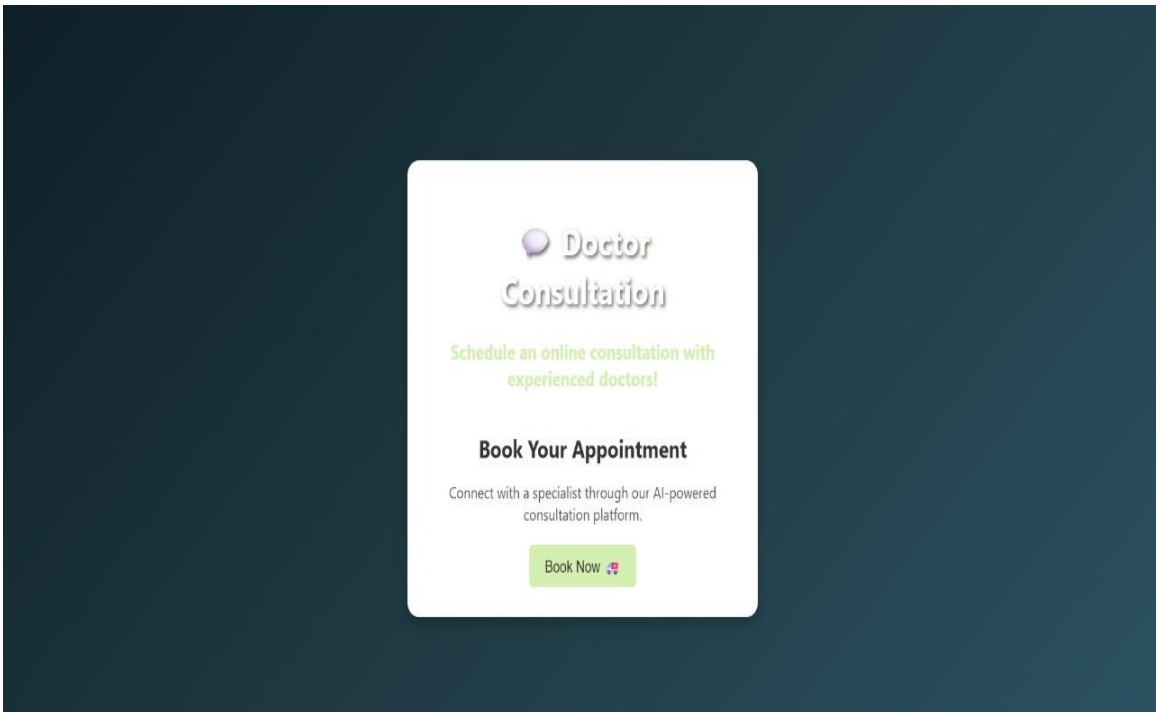

Figure 3: Doctor Consultation to book appointment

Medical Video Library:

A video section was added where users can view informative content related to diseases, treatments, prevention, and lifestyle tips. This section was designed with a categorized interface and embedded video functionality. Feedback System Enhancement: The feedback form was redesigned for better usability, allowing users to rate individual features (like chatbot, consultation, or videos) and leave specific comments.

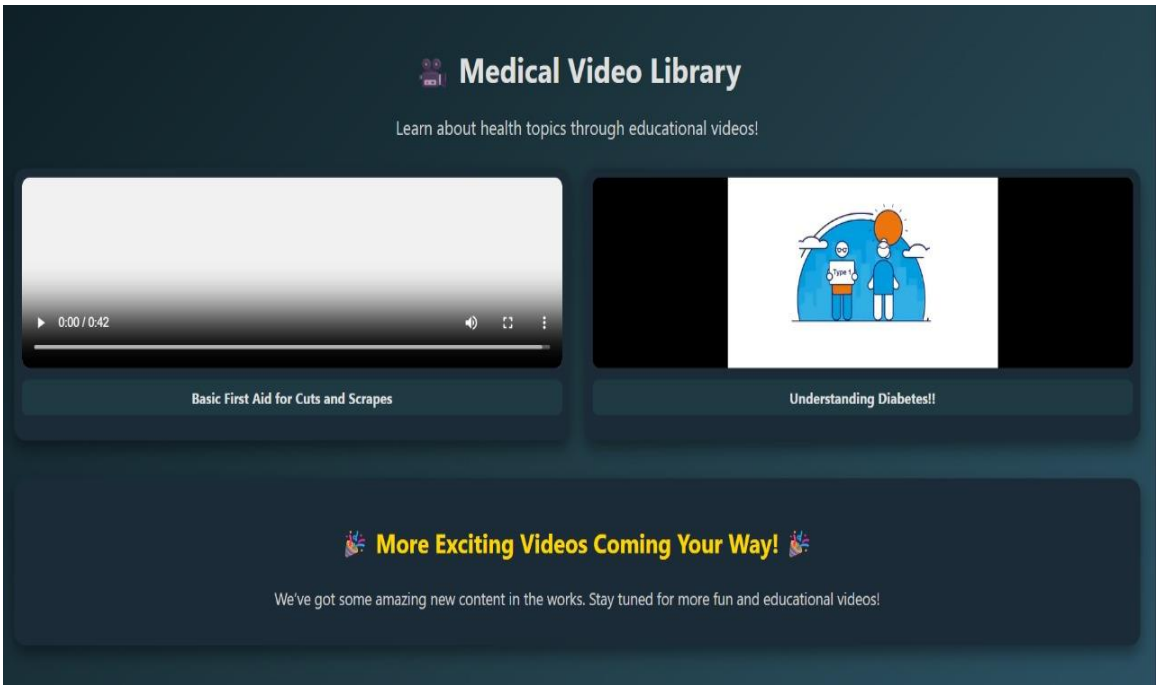

Figure 4: Medical video Library

Implementation Steps:

Frontend Enhancements (React): The React.js UI was updated to include two new sections on the dashboard: “Doctor Consultation” and “Video Library.” Buttons and routing logic were added to link to their respective pages, ensuring users can access these new features easily.

Backend Modifications (Python + Firebase): The backend now supports appointment scheduling. API endpoints were created to fetch doctor availability, submit booking forms, and store consultation details. For the video library, a Firebase collection was created to store and retrieve video links and metadata. Authentication and Data Security: Firebase Authentication continued to manage login and sign-up processes securely. Role-based access was implemented for future scalability (e.g., different views for patients and doctors).

Scalability Considerations**:** The backend remains modular to support future enhancements, such as doctor verification, real-time video consultation, or AI-assisted video recommendations based on user queries. The final implementation consists of the system brings together multiple components that work cohesively to address the healthcare needs of users through a digital platform. The frontend is developed using React.js, with a responsive design that ensures compatibility across devices including desktops, tablets, and mobile phones.

The user interface is minimalistic and intuitive, allowing users to easily navigate between core features such as chatbot access, doctor appointments, and educational resources. The backend is built in Python and integrates Microsoft's Phi-2 pretrained language model through the Hugging Face Transformers library. This allows the Medical AI Chatbot to generate more natural, accurate, and contextually appropriate responses to health-related queries. The chatbot is capable of understanding general symptom-related questions and providing health tips and guidance accordingly. To manage user identity and secure access, the system uses Firebase Authentication. This enables users to sign up or log in through email/password or Google-based authentication, ensuring both ease of use and data security. Once authenticated, users are redirected to a home dashboard where they can interact with the chatbot or access additional services.

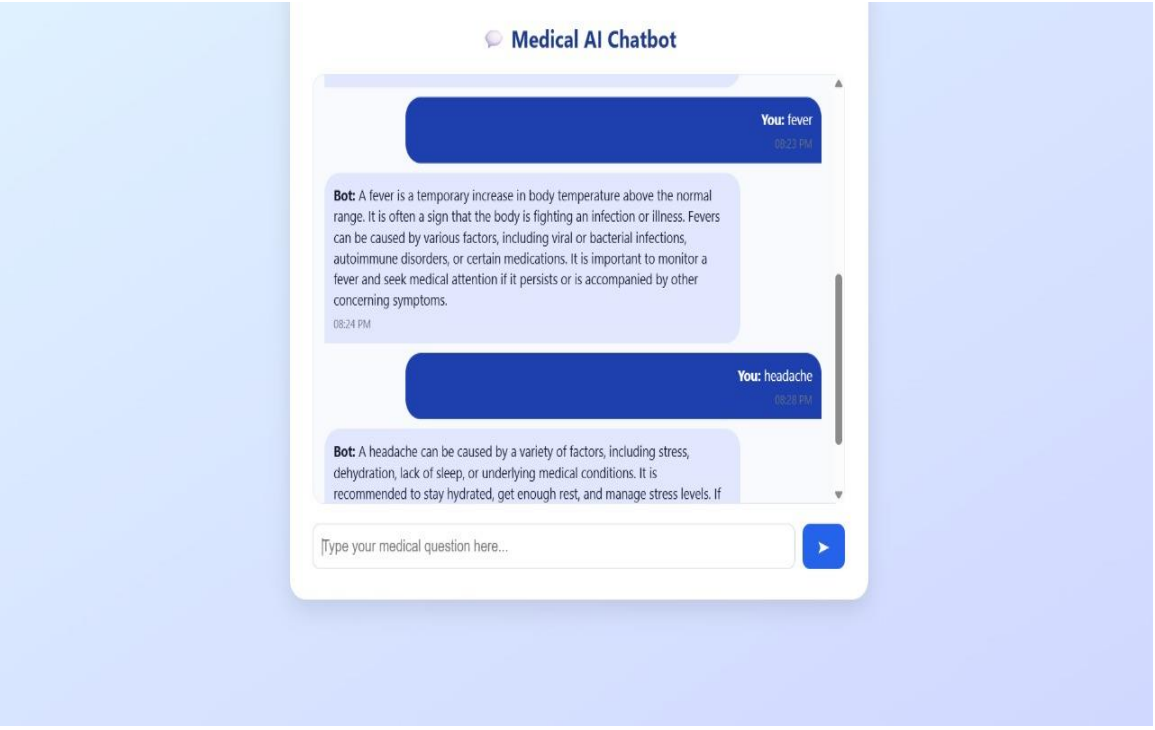

Figure 5: Chatbot Interaction

Two major new features have been introduced in this version of the system. The first is the Doctor Consultation module, which allows users to view available doctors and book appointments directly through the platform. This bridges the gap between digital and in-person care by facilitating remote appointment booking. The second feature is the Medical Video Library, where users can browse and watch educational videos related to common illnesses, treatments, and preventive care. This aims to empower users with knowledge and reduce dependency on external sources for health clarification.

In addition, a user feedback system is embedded into the platform, enabling users to rate their experience with the chatbot, the consultation process, and the quality of the video content. This feedback helps guide future improvements to better align the system with user expectations. Overall, the platform provides around-the-clock access to medical support, secure and streamlined appointment booking, educational content for self-awareness, and intelligent chatbot responses that make healthcare guidance more accessible and user-friendly.

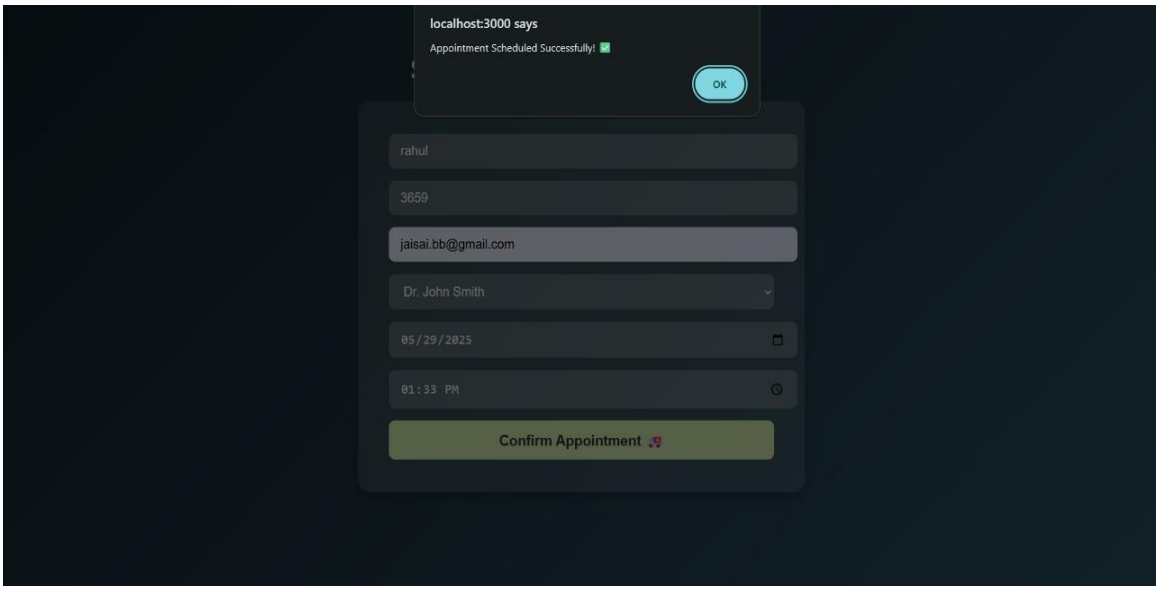

Figure 6: Appointment Confirmation

10. Conclusion

This project demonstrates the practical integration of modern web technologies and artificial intelligence to provide responsive, scalable, and accessible healthcare assistance. The system bridges the gap between patients and healthcare services by offering a secure AI-based chatbot platform that delivers context-aware medical information and facilitates informed health decisions.

With the updated features, the application has evolved beyond just chatbot interaction to include doctor consultation booking and a medical video library, offering users a comprehensive healthcare ecosystem within a single interface. Built using a dual-architecture approach with a React.js frontend and a Python backend powered by Microsoft’s Phi-2 pretrained language model, the platform provides smooth and natural interactions through its chatbot. The addition of Firebase Authentication ensures secure login and user data protection, allowing users to safely access services such as real-time health assistance, educational video resources, and appointment scheduling with medical professionals.

Applying Stanford's design thinking framework, the development process emphasized empathy, user research, prototyping, and iterative refinement. These principles guided the implementation of key user-focused features, ensuring the solution addresses real needs such as affordability, access to healthcare professionals, and health education. The redesign also considered ethical boundaries between AI support and professional medical guidance, reinforcing the platform's responsible use in healthcare.

Through multiple feedback cycles and functional updates, the system has been refined to enhance usability, trust, and effectiveness. By combining intelligent chatbot responses, appointment functionality, and visual health content, the platform offers a more inclusive and practical solution. This project ultimately reflects how user-centered design and responsible AI deployment can be used to address critical gaps in healthcare delivery, especially in under-resourced areas.

11. Future Work

Based on the updated features of the project and the insights gathered from users and system performance, several areas have been identified for future development to enhance the platform's functionality, inclusivity, and real-world applicability.

The hospital filtering feature can be improved by adding more refined filters such as location-based sorting, price ranges, user ratings, and specialty-based categorization to help users find the most suitable healthcare facilities nearby. The newly integrated doctor consultation system can be further developed to include real-time availability of doctors, appointment reminders, and the possibility of basic teleconsultation features for remote users.

Voice-based interaction should be implemented to make the application more accessible for users with limited literacy, visual impairments, or physical disabilities. This would allow hands-free operation and significantly enhance the user experience. Additionally, introducing multilingual support will enable the chatbot and interface to communicate effectively with users who speak different regional languages, ensuring the platform is more inclusive and adaptable to diverse populations.

To extend usability in areas with limited or unstable internet connectivity, offline features can be developed for basic functionalities such as accessing frequently asked questions, health tips, or appointment history. These features can sync with the online server once internet access is restored. Integration with wearable devices like fitness bands or smartwatches can allow the system to provide personalized medical advice based on real-time data such as heart rate, sleep patterns, and activity levels, making the chatbot more proactive and context-aware.

Advanced AI enhancements, particularly the integration of domain-specific models like BioBERT, can be implemented to improve the understanding of complex medical queries and generate highly accurate, medically relevant responses. Developing a native mobile application would further increase accessibility, offering users a seamless experience on smartphones with improved responsiveness and offline support.

The medical video library feature can also be expanded to include more curated, verified educational content covering a range of topics such as disease awareness, treatment options, post-treatment care, and preventive health measures. These enhancements aim to transform the chatbot into a comprehensive digital healthcare assistant capable of serving a broader audience more effectively while continuing to focus on user needs, medical accuracy, and system reliability.

12. Learning Outcome of Design Thinking

Through the application of the design thinking process in this project, several valuable outcomes emerged that directly contributed to the system's development. Empathizing with users helped us uncover the need for real-time, accessible medical advice and tools to assist in healthcare decision-making, especially in areas with limited access to physical medical consultation.

By clearly defining problem statements, we were able to prioritize essential features such as AI-driven medical chat, doctor appointment booking, and a video library for health education. The ideation phase encouraged us to consider multiple solution paths, eventually leading to the integration of practical and user-friendly features that matched real-world needs. Prototyping and early testing helped validate our design direction and highlighted usability gaps, which were addressed through redesigns that refined the user interface and interaction flow.

User testing cycles proved vital, offering insights that led to improvements such as better chatbot response quality, enhanced authentication flow, and more intuitive navigation. The redesign phase ensured that the final implementation was not only functional but also scalable, secure, and easy to use. Overall, the iterative nature of design thinking allowed us to deliver a more complete and human-centered digital healthcare assistant tailored to meet both immediate user expectations and future healthcare challenges.

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