HealthAl: Intelligent Healthcare Assistatant

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Interactions | Positive Moments | Negative Moments | Areas of Oppo- | Opportunity |
| Enter | User becomas aware of HealthAl yla web search or referral | Exicitel to explore Al health fools | tricited to excertain, confusing, angering costly, or time cons,- | Add a clear latolto-action, brief app intro video | Add aclear to aavid vistera preferericlation: |
| Enter | User enters app, sees home page with title, logo, background image, feature links | Navigation buttons | Guided, clear navigation | Highlight disclanner / provide next steps recomnmendation | Allow at-in /fout for notifications |
| Engage | User asks a health question in Patient Chat | Patient Chat UI   * Dicease Predicition form * Treatment Prediction   Genetetor   * Health Analytics Dashboard | Immediate response finds Al diagnosis interesting  Likes personalized recommendation teels empowered | Hightight disclaæer / provide next steps recommendation • Prorviding fito sources/ add confidence score to output | Allow sest-i ruf feedback popup |
| Experience | User satisfied with Al assistance ends session | Navigation buttons | Likes seeing charts, feels informed | Allow user if filter/ select which metrics to show | Add session-end feedback popup |
| Exit | User satisfied with Al assistance ends session | Satisfied if got useful info | May leave if UI lags or unclear output | Aco-veryone if too frequent | Allow opt-in/out for notifications |