Ideation Phase

Define the Problem Statements

Date	30 june 2025
Team ID	LTVIP2025TMID33300
Project Name	HealthAI: Intelligent Healthcare Assistant Using IBM Granite
Maximum Marks	4 Marks

Customer Problem Statement Template

To define the core challenges patients and healthcare providers face while accessing and delivering medical information and support, and use those insights to guide the development of **HealthAI**.

Detailed Problem Statement (PS-1)

I am	I'm trying to	But	Because	Which makes me feel
a patient	understand my symptoms and get quick, reliable advice	most online platforms give generic or unreliable suggestions	they don't personalize advice based on patient history or context	confused, anxious, and misinformed

Detailed Problem Statement (PS-2)

I am	I'm trying to	But	Because	Which makes me feel
A rural doctor or nurse	provide initial diagnosis and treatment guidance in remote areas	I don't have quick access to AI-powered medical decision tools	traditional tools are either not AI-enabled or require specialist access	limited, unsupported, and overwhelmed

❗ Identified Problem Statements

1. **Delayed or No Access to Medical Advice**
   Users struggle to get expert guidance quickly, especially in emergencies or remote areas.
2. **Overload of Unverified Online Information**
   Self-diagnosing using random websites causes confusion, panic, and misinformation.
3. **Complexity of Existing Tools**
   Most health platforms are not beginner-friendly or suitable for non-tech-savvy individuals.
4. **Fear Around Privacy**
   Users hesitate to use online tools due to data safety concerns.

☑ Outcome of the Problem Definition Phase

We developed:

1. A set of actionable and user-driven problem statements
2. Clear HMW questions to guide solution design
3. A focus on delivering trustworthy, accessible AI health   support — especially using IBM Granite's language capabilities for scalable deployment