

## Ideation Phase

### Empathize & Discover

Date	19/05/2025 – 30/06/2025
Team ID	LTVIP2025TMID31711
Project Name	HealthAI: Intelligent Healthcare Assistant Using IBM Granite
Maximum Marks	4 Marks

#### Empathy Map – HealthAI User

|  User Persona: College student / working individual with limited access to healthcare

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#### Says

- “I don’t know if this is serious or not.”
  - “I just want to understand what’s wrong without going to the doctor right away.”
  - “Can I get help online quickly?”
  - “I hope this is safe and accurate.”
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#### Thinks

- “I’m scared this could be something serious.”
  - “Will this app give me a trustworthy suggestion?”
  - “What if it doesn’t understand my symptoms?”
  - “I’m not comfortable sharing too much personal data.”
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#### Sees

- Long articles on Google with confusing medical jargon
  - YouTube home remedies and fake cures
  - HealthAI’s clean, easy-to-use chatbot interface
  - Graphs and results that explain health trends clearly
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#### Hears

- “Go see a doctor” (from family)
- “Just search it on Google” (from friends)

- “There are apps for this now” (from social media/ads)
  - “AI is now helping with healthcare”
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#### Pains

- No easy access to a doctor
  - Feels overwhelmed or anxious about symptoms
  - Doesn’t understand complex medical language
  - Wants answers now, not after an appointment
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#### Gains

- Immediate AI-based insights from Watsonx
- Understands condition in plain language
- Feels empowered and more in control
- Can track health trends without professional help