Ideation Phase Define the Problem Statements

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Project Name	HealthAI
Maximum Marks	2 Marks

Customer Problem Statement – HealthAl



PS-1: General Users / Individuals

I am:

An individual without easy access to a medical professional.

I'm trying to:

Understand what might be wrong based on my symptoms and find reliable health advice.

But:

I find online information confusing, contradictory, and hard to trust.

Because:

There's no personalized or guided support unless I visit a doctor, which may not always be possible.

Which makes me feel:

Worried, helpless, and unsure of what steps to take next.



PS-2: Chronic Illness Patients

I am:

A person living with a chronic condition like diabetes or hypertension.

I'm trying to:

Track and analyze my health data and make daily decisions to manage my condition better.

But:

I don't have tools that can interpret my data and give meaningful feedback or trends.

Because:

Most health apps just display data without explanations or actionable insights.

Which makes me feel:

Overwhelmed, unsupported, and uncertain if I'm managing my condition properly.



PS-3: Caregivers or Family Members

I am:

A caregiver supporting an elderly parent or sick relative.

I'm trying to:

Understand their health situation and assist them with basic care decisions at home.

But:

I don't have medical training, and online research is time-consuming and unreliable.

Because:

There's no guick way to get Al-assisted, context-aware health suggestions.

Which makes me feel:

Anxious, burdened, and unsure if I'm doing the right thing for them.



PS-4: Healthcare Professionals

I am:

A general physician or healthcare worker.

I'm trying to:

Provide better patient education and pre-consultation triage support.

I don't have time to answer every basic question or review patients' self-tracked data in detail.

Because:

There's no intelligent assistant to offload routine queries and basic data analysis.

Which makes me feel:

Overworked and wishing I had more time for critical patient care.