Customer Journey Map for Predicting Liver Cirrhosis Using Machine Learning

Awareness & Visit	Data Collection & Diagnosis	Risk Assessment & Prediction	Treatment Planning & Recommendations	Follow-up & Continuous Monitoring
A patient experiences symptoms (e.g., fatigue, jaundice, abdominal pain) or undergoes a routine check-up.	The doctor records the patient's medical history, lifestyle habits, and symptoms.	The predictive model processes the patient's data and provides a risk assessment for cirrhosis.	For low-risk patients, lifestyle recommendations and periodic check-ups are advised.	High-risk patients receive regular check-ups and updated risk assessments over time.
The patient schedules a visit to a healthcare provider.	Laboratory tests, imaging scans, and other necessary diagnostics are conducted.	The system categorizes patients into low, moderate, or high risk based on AI analysis.	For moderate-risk patients, additional tests or lifestyle modifications are prescribed.	The model continuously learns from new patient data to refine predictions.
	The data is entered into the hospital's Electronic Health Records (EHR) system.	Doctors interpret the AI results alongside their clinical judgment.	For high-risk patients, immediate intervention (medications, advanced diagnostics, or specialist referrals) is initiated.	Healthcare providers use real-time insights to adjust treatment plans as needed.