**Ideation Phase**

**Define the Problem Statements**

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| --- | --- |
| Date | 27 june 2025 |
| Team ID | LTVIP2025TMID31456 |
| Project Name | Health ai: Intelligent healthcare assistant using ibm granite |
| Maximum Marks | 2 Marks |

**Customer Problem Statement Template:**

Today’s healthcare consumers face several critical challenges: limited access to timely medical advice, difficulty understanding complex medical terminology, and concerns about data privacy and reliability. Many individuals struggle to identify whether their symptoms require urgent attention or can be managed at home. Moreover, long wait times, language barriers, and lack of personalized guidance add to their frustration.

Patients want a trusted, easy-to-use digital assistant that can offer accurate, empathetic, and personalized health support 24/7. They seek answers that are simple to understand, actionable, and tailored to their medical history and context. However, existing solutions often fail to deliver natural, conversational experiences or lack integration with reliable clinical data sources.

Graphical user interface, text, application, email

Description automatically generated

**Example:**

Chart, treemap chart

Description automatically generated

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| --- | --- | --- | --- | --- | --- |
| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| PS-1 | Passenger | Booking Ticket | It takes long time | So many people are their in the line | Irritation |
| PS-2 | Tourist | Booking cab | It takes long time | Busy of cab |  |