

Ideation Phase Empathize & Discover

Date	31 january 2025
Team ID	LTVIP2025TMID60000
Project Name	Health AI-Intelligent Healthcare Assistant Using IBM Granite
Maximum Marks	4 Marks

Empathize & Discover

An empathy map is a simple tool that helps teams understand users better by exploring what they say, think, do, and feel.

HealthAI aims to assist people with health concerns using AI-based tools. This map helps us design features that are more human-centered and solve real pain points.

User Persona

A person with limited medical knowledge or managing a chronic condition who wants fast, clear, and personalized healthcare support.



User Experience Visual

Empathy Map Table

Section	Details
SAYS	<ul style="list-style-type: none">• "I don't know if this is serious or not."• "I wish I could speak to a doctor now."• "I don't understand this medical report."• "Is this medicine safe for me?"
THINKS	<ul style="list-style-type: none">• "Is this something to worry about?"• "Will this get worse if I ignore it?"

Section	Details
	<ul style="list-style-type: none"> • “I hope the AI gives the correct answer.” • “What if I misinterpret the result?”
	<ul style="list-style-type: none"> • Searches symptoms on Google • Enters symptoms in HealthAI
DOES	<ul style="list-style-type: none"> • Uploads medical reports • Reads lifestyle suggestions • Uses chat interface
	<ul style="list-style-type: none"> • Confused about symptoms • Anxious about health risks
FEELS	<ul style="list-style-type: none"> • Relieved when AI gives helpful answers • Grateful for clear advice • Sometimes still unsure