**Ideation Phase**

**Empathize & Discover**

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| 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** | • “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** | • “Is this something to worry about?” • “Will this get worse if I ignore it?” • “I hope the AI gives the correct answer.” • “What if I misinterpret the result?” |
| **DOES** | • Searches symptoms on Google • Enters symptoms in HealthAI • Uploads medical reports • Reads lifestyle suggestions • Uses chat interface |
| **FEELS** | • Confused about symptoms • Anxious about health risks • Relieved when AI gives helpful answers • Grateful for clear advice • Sometimes still unsure |