


Ideation Phase

Empathize & Discover


Date	28 June 2025
Team ID	Team ID: LTVIP2025TMID50016
Project Name	HealthAI: intelligent healthcare assistant Using IBM Granite
Maximum Marks	4 Marks

Empathy Map Canvas:

Here's a clear and simple Empathy Map Canvas for an Intelligent Healthcare Assistant user (e.g., a patient or caregiver). This tool helps understand the user's mindset and guide design decisions.


 Empathy Map Canvas: Healthcare Assistant User (Patient)


Section Details


 Says "I feel sick, but I can't get a doctor's appointment."
 "I forget my medications."

 Thinks "What if my condition worsens?"
 "I wish there was someone to remind me."

 Sees Long queues at hospitals
Confusing health apps
Limited rural facilities

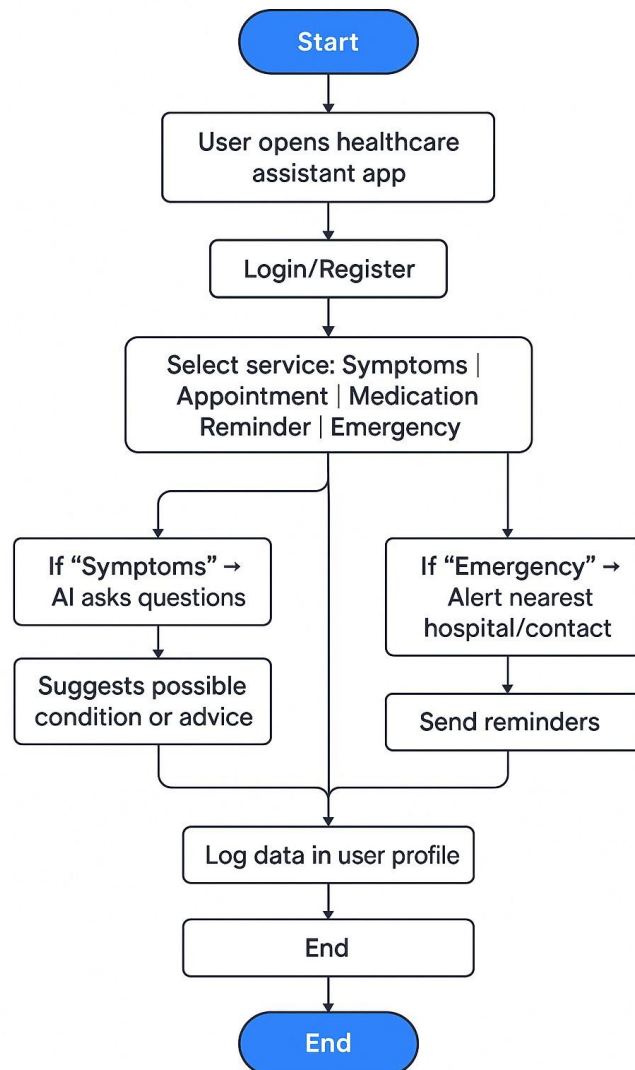
 Hears "You should monitor your blood pressure daily."
 "You missed another checkup."

 Does Uses smartphone occasionally
Misses medications
Searches symptoms online

 Feels Worried about health
Overwhelmed by technology
Lonely or unsupported

🎯 Pain Points No immediate doctor access
Forgetfulness
Complex healthcare systems

✳️ Gains/Needs Easy-to-use assistant
Reliable health advice
Medication &



appointment reminde

Reference: <https://www.mural.co/templates/empathy-map-canvas>

Example: healthcare assistant and patient

