

Ideation Phase

Empathize & Discover

Date	24 may 2025
Team ID	LTVIP2025TMID60014
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.

Health AI 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?• I hope the AI gives the correct

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