

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	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.
THINKS	Will this get worse if I ignore it? I hope the AI gives the correct answer. What if I misinterpret the result?

