**Ideation Phase**

**Empathize & Discover**

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| 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? |