

Ideation Phase

Empathize & Discover

Date: 26 June 2025

Team ID: LTVIP2025TMID32616

Project Name: HealthAI: Intelligent Healthcare Assistant

Maximum Marks: 4 Marks

Empathy Map Canvas:

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviours and attitudes.

It is a useful tool to help teams better understand their users.

Creating an effective solution requires understanding the true problem and the person who is experiencing it. The exercise of creating the map helps participants consider things from the user's perspective along with his or her goals and challenges.

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

Says

- "I'm worried about these symptoms but don't want to rush to the hospital."
- "I need trustworthy advice quickly."
- "I've been tracking my health metrics, but I don't know how to interpret them."
- "I wish I had a virtual assistant for health questions."

Thinks

- "What if this symptom means something serious?"
- "I don't want to self-diagnose and get it wrong."
- "I hope this AI knows what it's doing."
- "I want my data to be used wisely and securely."

Does

- Asks health questions to the AI assistant.
- Enters symptoms and vital signs regularly.
- Reviews health predictions and treatment suggestions.
- Checks analytics for patterns or anomalies.

Feels

- Anxious when symptoms arise.
- Relieved to receive AI-driven, structured guidance.
- Empowered by access to personalized treatment plans.
- Curious and engaged when seeing health trends visualized.