

Ideation Phase
Define the Problem Statements

Date	27 June 2025
Team ID	LTVIP2025TMID59561
Project Name	HealthAI: Intelligent Healthcare Assistant Using IBM Granite
Maximum Marks	2 Marks

Customer Problem Statement:

Modern patients often struggle to get timely, personalized, and reliable healthcare guidance—especially when they cannot immediately consult a doctor. They are overwhelmed by unverified online information and lack tools that can help them make sense of their symptoms or ongoing health conditions. This creates anxiety, delays treatment, and affects health outcomes.

To solve this, we must deeply understand the patient’s experience—what they’re trying to do, the obstacles they face, and how it makes them feel—so we can design an AI-powered assistant that truly supports them.

Customer Problem Table

Problem Statement (PS)	I am (Customer)	I’m trying to	But	Because	Which makes me feel
PS-1	A working professional with limited time	Get health advice quickly without visiting a doctor	I can’t find reliable guidance online	Most health websites give vague or conflicting advice	Confused, worried, and stressed
PS-2	A person with recurring symptoms	Understand if my symptoms are serious or not	I don’t know how to interpret them	I lack medical knowledge and don’t want to self-diagnose wrongly	Anxious, uncertain, and frustrated
PS-3	A caregiver managing someone else’s health	Track symptoms and treatment progress efficiently	There’s no unified platform for monitoring and analysis	Data is scattered across prescriptions, messages, and memory	Overwhelmed, disorganized, and helpless

Reference: <https://miro.com/templates/customer-problem-statement/>