**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/>