Group 8 UIUC Med: Guided Support for Health Concerns

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Abstract

UIUC Med, is a web-based, artificial intelligence (AI) powered application to help users ease any concerns of any health-related uncertainties by providing guided recommendations for appropriate medical services. Users can input symptoms or health concerns in natural language, and the system analyzes the input to suggest relevant nearby medical services, such as hospitals, urgent care centers, or clinics. UIUC Med focuses on supporting users' decisions by presenting actionable next steps, service availability, and contact information, instead of diagnosing. The goal of this application is to reduce confusion, improve access to care, and support informed decision-making during moments of health-related stress.

Introduction

Accessing appropriate medical care can be confusing, especially when individuals are unsure whether their symptoms require immediate attention or can be taken care of at home. Many people delay seeking help due to uncertainty, while others may seek emergency services unnecessarily. With the increasing availability of AI-driven tools, there is an opportunity to support users by translating vague health concerns into clear, actionable guidance. UIUC Med addresses this gap by providing a centralized, user-friendly platform that connects symptom input to relevant medical recommendations.

Motivation

Users often struggle to determine what type of medical service they need, if at all, and where to find it, especially when under stress or time pressure. This uncertainty can result in individuals seeking inappropriate levels of care, such as visiting large hospitals for minor issues or choosing urgent care when a higher level of medical attention is needed. Seeking inappropriate levels of care increases wait times, costs, and strain on healthcare services. By offering calm, structured guidance and nearby service recommendations, UIUC Med empowers users to take timely and informed action without requiring medical expertise.

Proposed Features

- Natural-language input for symptoms and health concerns
- AI-powered analysis of user input
- Aggregated list of nearby medical services based on user needs
- Clear indicators for appointment requirements
- Location, contact, and navigation information for each service
- Simple, accessible interface designed to reduce cognitive load
- A seamless onboarding process for users

Application Functionality

UIUC Med functions as a guided decision-support system rather than a diagnostic tool. When launching the web application, users will enter the symptoms or concerns they are experiencing. The AI processes this input and identifies relevant categories of care and severity. The application then uses geo-location data to aggregate and display a list of nearby medical services that align with the user’s needs. Users can review service details such as location, contact information, and appointment requirements, and select a service to receive directions or initiate contact or ask AI based on the service’s data. This high-level interaction flow prioritizes clarity, accessibility, and ease of use.

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