**Health AI : Intelligent Health care Assistant Using IBM Granite**

|  |  |
| --- | --- |
| Date | 28 june 2025 |
| Team ID | LTVIP2025TMID34448 |
| Project Name | Health AI : Intelligent Healthcare Assistant Using IBM G |
| Maximum Marks | 4 Marks |

.

## 🧠 ****Empathy Map Canvas: Health AI – Intelligent Healthcare Assistant (IBM Granite)****

### 👤 ****User Persona:****

**Name:** Sarah, 58, Chronic Illness Patient  
**Context:** Lives alone, manages Type 2 Diabetes and hypertension. Has basic tech skills and uses a mobile phone daily. Wants to proactively manage her health but often feels overwhelmed.

### 🗣️ ****SAYS****

* “I wish managing my health was less confusing.”
* “I can’t remember when I last took my meds.”
* “My doctor visits are so short—I never get all my questions answered.”
* “I need help understanding what all this medical data means.”
* “I worry about something going wrong when I’m alone.”

### 💭 ****THINKS****

* “Am I doing everything I can to stay healthy?”
* “I don’t want to be a burden to my family.”
* “I’m not sure how serious my symptoms are.”
* “Can I trust this AI assistant with personal health data?”
* “What if the app gives me wrong advice?”

### 👀 ****SEES****

* Cluttered health apps with too many features
* Overwhelming medical terminology
* Long wait times to speak to a real doctor
* Conflicting advice from various health sources
* Ads and pop-ups in free health apps

### 👂 ****HEARS****

* “Try this new AI that helps track your health automatically.”
* “You shouldn’t rely on technology for medical advice.”
* “Mom, you have to take better care of yourself.”
* “That medication could have serious side effects.”
* “Your insurance app also does some of this—do you really need another one?”

### 😟 ****PAINS****

* Difficulty keeping track of medication and appointments
* Fear of worsening symptoms or emergency situations
* Lack of trust in digital health tools
* Frustration with navigating multiple health platforms
* Feeling isolated and unsupported

### 🌟 ****GAINS****

* Real-time alerts for medication, symptoms, and doctor’s input
* 24/7 support from an intelligent assistant trained on reliable medical data (IBM Granite)
* Personalized insights into health trends
* Peace of mind through predictive analysis and early warnings
* Improved communication with doctors by generating clear health summaries

This empathy map can guide the design and development of an intelligent healthcare assistant using IBM Granite, keeping real user concerns and goals at the forefront.