

Ideation Phase

Define the Problem Statements

Date	28-May-2025
Team ID	LTVIP2025TMID33353
Project Name	HealthAI – Virtual Health Assistant
Maximum Marks	2 Marks

Customer Problem Statement:

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. It also helps you empathize with them and build meaningful, impactful solutions.

I am	I'm trying to	But	Because	Which makes me feel
<div style="background-color: #ffffcc; padding: 5px; margin-bottom: 10px; border: 1px solid #ccc;">I am a student in a remote village</div> <div style="background-color: #ffffcc; padding: 5px; border: 1px solid #ccc;">a working professional with no time for doctor visits</div>	<div style="background-color: #add8e6; padding: 5px; margin-bottom: 10px; border: 1px solid #ccc;">to get basic health advice quickly</div> <div style="background-color: #add8e6; padding: 5px; border: 1px solid #ccc;">to know if I should visit a doctor</div>	<div style="background-color: #add8e6; padding: 5px; margin-bottom: 10px; border: 1px solid #ccc;">I have no nearby doctors or clinics</div> <div style="background-color: #add8e6; padding: 5px; border: 1px solid #ccc;">online health info is confusing or unreliable</div>	<div style="background-color: #90ee90; padding: 5px; margin-bottom: 10px; border: 1px solid #ccc;">I live far from urban healthcare centers</div> <div style="background-color: #90ee90; padding: 5px; border: 1px solid #ccc;">accurate information is hard to find</div>	<div style="background-color: #ffcc99; padding: 5px; margin-bottom: 10px; border: 1px solid #ccc;">anxious and helpless</div> <div style="background-color: #ffcc99; padding: 5px; border: 1px solid #ccc;">frustrated by delays</div>

Problem Statement (PS)	I am	I'm trying to	But	Because	Which makes me feel
PS-1	A Student	get reliable medical advice without traveling far	I have no nearby doctors or clinics	healthcare access is limited in my rural area	anxious, helpless, and unsure about what to do when health issues arise
PS-2	A Working professional	to understand whether my symptoms require medical attention	online health information is confusing and sometimes misleading	there's too much unverified information and no personalization	frustrated, overwhelmed, and worried about my health