

## □ Customer Journey Map – HealthAI

The Customer Journey Map outlines the steps a typical user goes through when interacting with HealthAI, from recognizing a health concern to receiving intelligent medical assistance.

Stage	User Actions	User Thoughts/Feelings	Touchpoints	Opportunities
<b>1. Awareness</b>	Notices symptoms like fever or cough	"Should I be worried?"	HealthAI landing page, social media	Provide simple explanation of AI features
<b>2. Consideration</b>	Decides to try an online health tool	"I need an answer but don't want to panic."	Patient Chat UI, symptom input form	Offer assurance and user-friendly inputs
<b>3. Interaction</b>	Enters symptoms or queries in the chatbot	"This feels easy to use."	Chat interface, AI model responses	Deliver fast, empathetic AI responses
<b>4. Analysis</b>	Views predicted conditions or treatment plans	"These results make sense, I feel guided."	Condition prediction and plan modules	Show clear, accessible medical suggestions
<b>5. Insight &amp; Action</b>	Reviews health metrics and AI-generated insights	"Now I can monitor my health myself."	Health Analytics dashboard	Offer continuous tracking and trends
<b>6. Follow-up</b>	Considers seeing a doctor if symptoms persist	"This tool gave me confidence to act."	Final recommendation and summary screens	Encourage professional consultation