


Ideation Phase

Empathize & Discover








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Team ID	Team ID: LTVIP2025TMID31494
Project Name	HealthAI: intelligent healthcare assistant
Maximum Marks	4 Marks

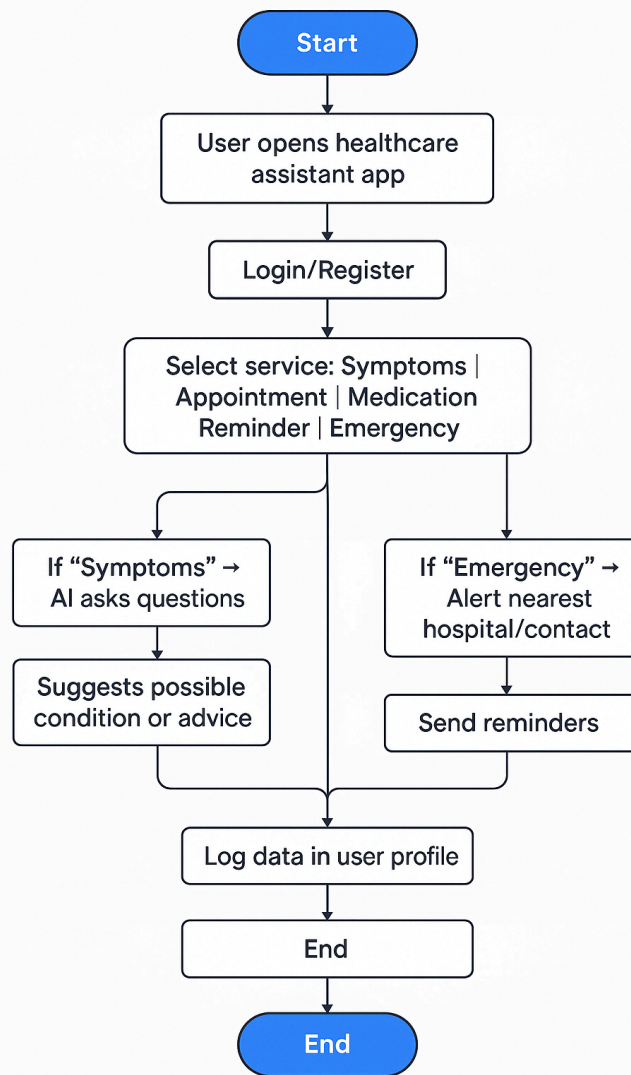
Empathy Map Canvas:

Here's a clear and simple Empathy Map Canvas for an Intelligent Healthcare Assistant user (e.g., a patient or caregiver). This tool helps understand the user's mindset and guide design decisions.

 Empathy Map Canvas: Healthcare Assistant User (Patient)

SectionDetails

-  Says "I feel sick, but I can't get a doctor's appointment."
"I forget my medications."
-  Thinks "What if my condition worsens?"
"I wish there was someone to remind me."
-  Sees Long queues at hospitals
Confusing health apps
Limited rural facilities
-  Hears "You should monitor your blood pressure daily."
"You missed another checkup."
-  Does Uses smartphone occasionally
Misses medications
Searches symptoms online
-  Feels Worried about health
Overwhelmed by technology
Lonely or unsupported
-  Pain Points No immediate doctor access
Forgetfulness
Complex healthcare systems



appointment reminde

Reference: <https://www.mural.co/templates/empathy-map-canvas>

Example: healthcare assistant and patient

