

Ideation Phase

Define the Problem Statements

Date	25 june 2025
Team ID	Team ID: LTVIP2025TMID31494
Project Name	Health AI: Intelligent healthcare assistant
Maximum Marks	2 Marks

Customer Problem Statement Template:

Here's a well-crafted Customer Problem Statement for a Healthcare Assistant project:

Customer Problem Statement – Intelligent Healthcare Assistant

In today's fast-paced world, patients face significant challenges in accessing timely, reliable, and personalized healthcare information. Traditional healthcare systems are often overwhelmed, leading to long waiting times, fragmented communication, and lack of continuous monitoring. Patients frequently struggle with:

Difficulty understanding medical conditions and treatment plans.

Limited access to qualified health professionals, especially in rural or underserved areas.

Inconsistent follow-ups and lack of reminders for medication, appointments, and preventive care.

Poor management of chronic diseases due to inadequate patient engagement tools.

A need for round-the-clock health support, which is often unavailable or expensive.

Customers (patients, caregivers, and healthcare providers) need a smart, accessible, and cost-effective healthcare assistant that can deliver:

24/7 personalized health guidance.

Instant answers to health-related questions.

Symptom checking and disease risk assessment.

Treatment plan recommendations (AI-assisted).

Appointment scheduling and medication reminders.


Data integration from health records and wearable devices.

Without such a solution, patients remain at risk of mismanagement of health, avoidable hospitalizations, and increased healthcare costs.

Reference: <https://miro.com/templates/customer-problem-statement/>

Example:

Here's a sample table summarizing customer problem statements for an Intelligent Healthcare Assistant. This can be used in reports, presentations, or research.

 Customer Problem Statement Table		
S.No.	User Persona	Problem Statement
1	Working Adult	"I feel unwell sometimes, but can't get a doctor's appointment quickly."
2	Elderly Caregiver	"My parents forget to take medicines and miss appointments."
3	Chronic Patient (e.g., diabetic)	"I struggle to track diet, glucose, and exercise consistently."
4	Rural Resident	"There are no nearby hospitals, and travel is difficult."
5	Tech-Savvy Youth	"I want quick, personalized answers to health questions without visiting a clinic."

Problem Statement	Need / Expectation
"I feel unwell sometimes, but can't get a doctor's appointment quickly."	On-demand AI assistant for symptom checking and advice
"My parents forget to take medicines and miss appointments."	Reminder system and vital monitoring for elderly
"I struggle to track diet, glucose, and exercise consistently."	Smart health tracking with alerts and insights
"There are no nearby hospitals, and travel is difficult."	Virtual doctor consultations and health guidance
"I want quick, personalized answers to health questions without visiting a clinic."	AI chatbot with 24/7 health query handling