IdeationPhase
Define the Problem Statements
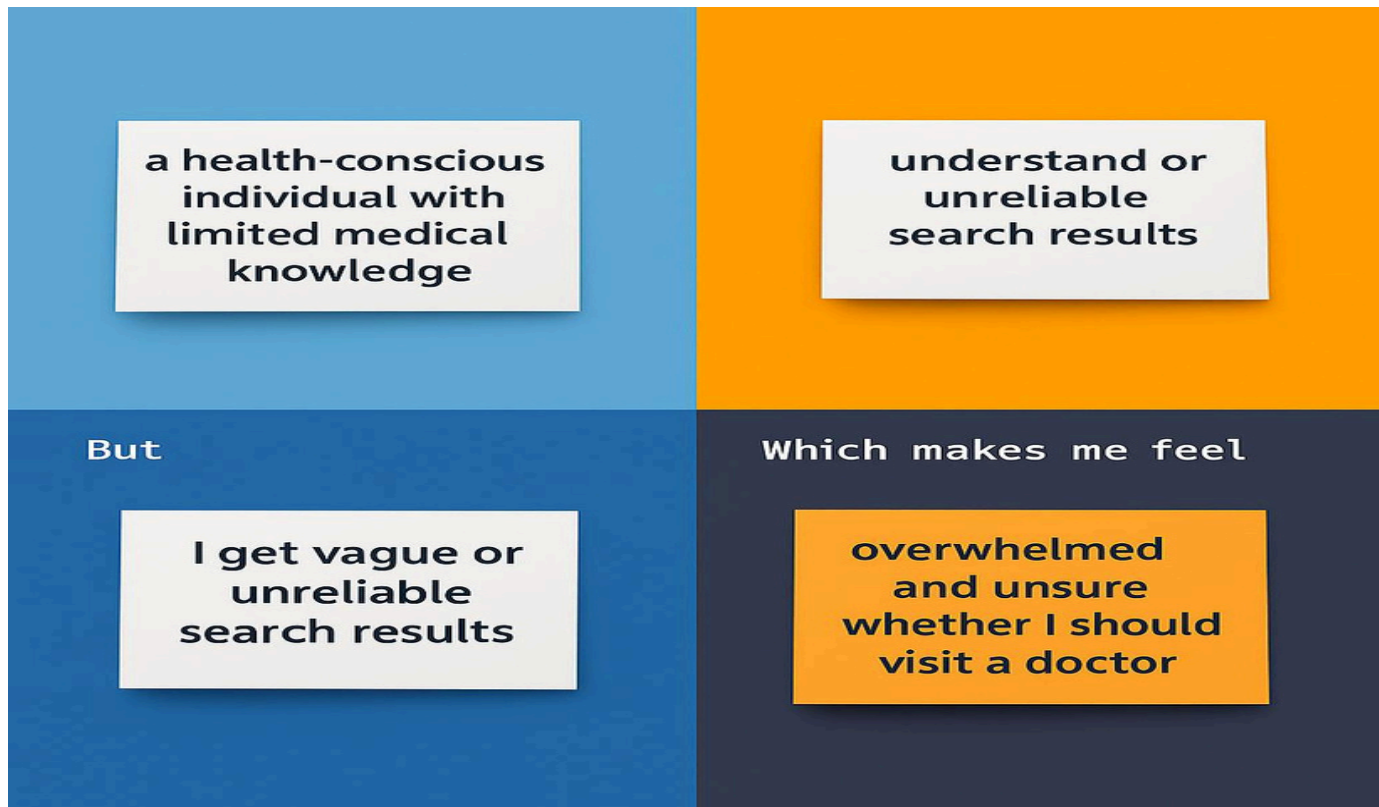
Date	27 JUNE 2025
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Project Name	HealthAI-Intelligent Healthcare Assistant Using IBM Granite
Maximum Marks	2 Marks

Customer Problem Statement Template: Create a problem statement to understand your

customer's point of view. The Customer
Problem Statement template helps you focus on what matters to create experiences people will love. A well-articulated customer problem statement allows you and your team to find the

ideal
solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

I am	A health-conscious individual with limited medical knowledge, tech-savvy, and proactive about wellness
I'm trying to	Get quick, reliable medical insights and treatment suggestions without needing to visit a doctor immediately
but	I often face vague search results, unreliable online information, and lack context-aware advice
because	Most platforms don't combine personalized health data with AI to deliver tailored, evidence-based guirance
which makes me feel	Frustrated, uncertain, and anxious about making health decisions on my own

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

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a health-conscious individual with limited medical knowledge	understand what condition my symptoms might indicate	I get vague or unreliable search results	most online resources are not personalized or validated	overwhelmed and unsure whether I should visit a doctor
PS-2	someone recently diagnosed with a condition	get a treatment plan I can trust	I'm not sure which advice applies to my case	generic information online doesn't consider my personal health data	Confused and anxious about managing my health correctly