**Define the Problem Statements Template**

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Project Name: HealthAI – IBM Granite-Powered Medical Assistant

**Customer Problem Statement Template**

Use this format:

I am (Customer)

I’m trying to \_\_\_ But \_\_\_ Because \_\_\_ Which makes me feel \_\_\_

**PS-1**

I am a patient experiencing mild symptoms at home

I’m trying to understand what might be wrong with me

But I can’t afford or access a doctor immediately

Because the healthcare system is costly or out of reach for quick concerns

Which makes me feel anxious and helpless

**PS-2**

I am a caregiver for an elderly person

I’m trying to get reliable and quick health advic

e But online information is confusing and often misleading

Because it lacks personalization or scientific backing

Which makes me feel unsure and stressed about the right decisions