

□ Empathy Map Canvas – HealthAI

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Project Name	Health AI – Intelligent Assistant using IBM Granite
Maximum Marks	

The Empathy Map Canvas helps us understand the **users' mindset, needs, and challenges** when interacting with HealthAI. Here's how a typical user (someone seeking online health advice) maps out:

SAYS

- “I have a headache and fever. Is it serious?”
- “I searched Google, but I'm still confused.”
- “Do I really need to go to the doctor right now?”

SEES

- Conflicting health information on websites
- Ads for unnecessary supplements or remedies
- Complicated symptom checker tools

THINKS & FEELS

- Worried and uncertain about health symptoms
- Anxious about medical costs or hospital visits
- Hopes to find a quick and accurate answer online

HEARS

- “Just rest and drink water.”
 - “It might be viral or maybe dengue... who knows.”
 - Friends recommending random remedies
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PAINS

- No personalized diagnosis or context-aware guidance
 - Overload of irrelevant or incorrect information
 - Frustration and delay in getting proper care
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GAINS

- Trusted AI-based guidance tailored to their symptoms
- Empathetic, easy-to-understand answers
- Quick suggestions with advice on when to consult a doctor