Approaching Healthcare: When You Don't Know

Xiwen L, Yufei C, Lyra L, Haoran G

Our Team

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Ningxia, China

Xiwen L
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Guangdong, China



Selecting a Domain

Healthcare

Reflecting on our own experiences

Haoran

Falls while cycling



What should I do right away?

Lyra

A broken pinky nail



How do I decide what care I need?

A shared pattern

Small health concerns. Different first responses.

What do I do next?

So we decided to focus on first steps when a health concern appears. **That is Approaching Healthcare: When You Don't Know**

Looking for Participants

Social Gatherings

Yufei met Buobuo playing Werewolves; their shared acne concerns prompted an interview.

Outdoor Activities

We met Jack and Yofi at tennis court; their discussion of footwear and injury prevention led to interviews.

Friend Referral

Xiwen connected us with Duo through a friend; we interviewed him for his medical perspective.

Tech Events

Haoran randomly teamed up with John at a hackathon; their shared difficulty focusing prompted an interview.

Our Participants



“Buobuo”
36 yrs
Securities Company
Account Manager
San Francisco, CA
Interviewed by: Yufei, Lyra



“Jack”
25-35 yrs
Software Engineer
San Jose, CA
Interviewed by: Lyra, Xiwen



“Yofi”
25-35 yrs
Software Engineer
San Jose, CA
Interviewed by: Xiwen, Haoran

Our Participants



“Duo”
21 yrs
Senior Clinical Medicine Student
Hunan, China
Interviewed by: Haoran, Lyra



“John”
19 yrs
Yale University Student
New Haven, CT
Interviewed by: Haoran, Yufei

Question We Asked

What do you usually do first when you have a health concern?

Can you share a time you dealt with a symptom you were unsure about?

What difficulties have you faced when seeking medical care?

How do you judge whether health information is trustworthy?

Which platforms do you use to find health information?

Have you encountered conflicting information? How did you handle it?

How do you decide whether to keep searching or stop?

What makes you decide to see a doctor?

How do you describe symptoms or choose search terms?

Buobuo



SAYS:

- “Most of the time, I first send my symptoms to an AI.” 01:44-02:02
- “If I have similar symptoms, I handle it myself.” 02:06-02:42
- “I felt rather panicked because I didn't know what was wrong.” 02:53-03:07
- “If I'm very uncertain, I still go to the hospital.” 09:03-09:12
- “We definitely trust doctors more than AI.” 10:31-10:36
- “AI may be more patient than the doctor and explain much more.” 12:15-12:19
- “After using AI to confirm what the doctor said, I feel more reassured.” 12:21-12:26
- “In China, I mostly use Doubao.” 16:50-16:56
- “I won't look at advertising-type content.” 18:19-18:23
- “Usually, when I feel very unwell, I stop asking AI.” 22:27-22:32
- “I need to clear up my doubts.” 28:26-28:37
- “After the first response, I went to buy medicine.” 32:13-32:27

THINKS:

- Familiar symptoms are easier to manage 02:17-04:11
- Clear descriptions yield better answers 06:41-06:57; 23:33-23:39
- Tests support a dependable diagnosis 07:46-08:29
- Doctors hold diagnostic authority 10:31-10:36; 16:00-16:13
- AI is useful once a condition is named 16:15-16:32
- Understanding causes helps prevent recurrence 13:32-13:56
- An explanation should cover future risks 12:42-13:10
- Common conditions seem less worrying 24:21-24:28
- A rare condition may warrant a prompt visit 24:31-24:45
- Hospital sources deserve more attention 18:19-19:07
- Easy access makes in-person care practical 09:15-10:30
- Sharing doubts with a doctor can improve care 28:26-28:49

DOES:

- Sends symptoms to AI for an initial assessment 01:44-02:02
- Self-treats familiar colds and fevers 02:17-02:32
- Asked pharmacy staff for help while traveling 03:09-03:29
- Buys medicines online for familiar symptoms 03:35-03:51
- Visits a hospital when very uncertain 09:03-09:50
- Checks a doctor's advice with AI afterward 10:59-12:26
- Changes daily habits after consulting AI 15:21-15:44
- Uses Doubao and asks other AI models 16:50-17:54
- Follows hospitals' official WeChat accounts 18:23-19:00
- Avoids promotional health content 18:19-19:07
- Tells doctors what was found online 28:26-28:49
- Handles medicine purchases and bookings 31:25-32:00

FEELS:

- Panicked by unfamiliar, severe symptoms 02:53-03:07
- Skeptical of worst-case predictions 05:32-05:51
- Cautious about online diagnostic conclusions 07:11-08:29
- More confident in doctors than AI 10:31-10:36
- Uneasy after an incomplete explanation 11:33-12:10
- Reassured when AI confirms the doctor's advice 12:15-12:26
- Possibly frustrated by unanswered questions 13:10-13:56
- Anxious as online possibilities grow severe 21:20-21:41
- Relieved after a less alarming medical visit 21:42-21:48
- Less worried about common conditions 24:21-24:28
- Concerned that a rare condition is unusual 24:31-24:45
- Wants care and concern from loved ones 25:34-25:42

Buobuo



Observation: After seeing a doctor, she continues searching for causes, future risks, and ways to prevent recurrence.

Insight: Receiving a diagnosis does not eliminate uncertainty; she also needs to understand what it means for everyday life.

SAYS:

"Most of the time, I first send my symptoms to an AI." 01:44-02:02

"If I have similar symptoms, I handle it

"I felt rather panicked

"If I'm very uncertain, I still go to the hospital." 09:03-09:12

"We definitely trust doctors more than AI." 10:31-10:36

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"I need to clear up my doubts." 28:26-28:37

"After using AI to confirm what the doctor said, I feel more reassured."

THINKS:

Familiar symptoms are easier to manage 02:17-04:11

Clear descriptions yield better

Tests support a dependable

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Understanding causes helps prevent recurrence 13:32-13:56

Hospital sources deserve more attention 18:19-19:07

Easy access makes in-person care practical 09:15-10:30

A useful explanation should help her understand what comes next.

DOES:

Sends symptoms to AI for an initial assessment 01:44-02:02

Self-treats familiar colds

Asked pharmacy

Buys medicines online for familiar symptoms 03:35-03:51

Visits a hospital when very uncertain 09:03-09:50

Checks a doctor's advice with AI afterward 10:59-12:26

Avoids promotional health content 18:19-19:07

Tells doctors what was found online 28:26-28:49

Checks a doctor's advice with AI afterward.

FEELS:

Panicked by unfamiliar, severe symptoms 02:53-03:07

Skeptical of worst-case

Cautious about

More confident octors than AI

Uneasy after an incomplete explanation 11:33-12:10

Reassured when AI confirms the doctor's advice 12:15-12:26

Less worried about common conditions 24:21-24:28

Concerned that a rare condition is unusual 24:31-24:45

An incomplete explanation can leave her unsettled, even after a diagnosis.

Jack



SAYS:

- I look it up online first.
- I try one approach first. If it does not work, I try another.
- I check different platforms and cross-check the information.
- Having to make an appointment and wait is inconvenient.
- I search Xiaohongshu(rednotes) first, then ask GPT.
- Sometimes GPT talks nonsense with a straight face
- AI makes things easier, but it also creates more work for me.
- The clearer and more specific the description, the more I trust it.
- Photos make me trust it most because they show something real.
- Of course I want a definite answer.
- Expertise is the most important thing.
- An app focused on a particular medical specialty would be better.

THINKS:

- If the same approach helped several people, it might work for me too.
- Real cases with similar symptoms, medical care, and treatment outcomes would be more credible.
- When information is incomplete, I can wait and observe before choosing an explanation.
- A citation does not necessarily support what AI claims.
- Matching one symptom does not mean I have that disease.
- A detailed health story matters more than the author's posting history.
- A method that helped a friend is a better starting point for me.
- I am more willing to share personal information with an app that looks legitimate and is widely used.
- I want a definite answer, but I can keep several possibilities open.
- If I already know how to handle it, I do not need to search again.
- Clear design and concise, informative content make a platform feel more trustworthy.
- I need help deciding whether online symptom descriptions actually fit my situation.

DOES:

- Searches Xiaohongshu before asking ChatGPT.
- Looks for people with similar symptoms and checks what actually helped them.
- Investigates conflicting advice with more focused questions and searches.
- Reads posts and comments, then saves the ones that seem useful.
- Separately researches a suggested remedy to check whether its effects support the claim.
- Asks friends with similar experiences to review information and offer advice.
- Searches Google Scholar and reads papers when ordinary posts do not provide enough information.
- Opens AI's reference links to check whether the sources support its answer.
- Looks up a condition's other symptoms and compares them with his own.
- Tries another medication when the first one does not help.
- Goes to urgent care when online remedies fail and ear pain becomes unbearable.
- Changes to better shoes and plays less often to reduce heel pain.

FEELS:

- Usually not very anxious during routine health searches.
- Confused and torn about what to do next.
- Anxious when a problem feels urgent or does not improve.
- Afraid that ear pain could mean serious inflammation.
- Panicked by unfamiliar symptoms after COVID that he cannot clearly explain.
- Worried that hand swelling and pain could be permanent.
- Shocked, but skeptical, when search results suggest a serious illness.
- Confident about his own health.
- Scared by an online claim that his heel problem required surgery.
- Distrustful of GPT when it sounds confident but makes things up.
- Bothered by having to book appointments and wait.
- Uncertain whether his symptoms truly match the descriptions he finds online.

Jack



Observation: He is an extreme user that barely visit hospital. He checks AI citations and compares photographs, symptom progression, and treatment outcomes, yet still struggles to assess the match.

Insight: He needs help assessing personal relevance, beyond simply finding more information.

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- I try one approach first. If it does not
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- heel pain.

"Cross-checks information across multiple sources."

FEELS:

- Usually not very anxious during routine health searches.
- Confused and torn
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- Distrustful of GPT when it sounds confident but makes things up.
- Bothered by having to book appointments and wait.
- finds online.

"Feels anxious or scared when search results suggest a serious condition."

Yofi



SAYS:

- "I would observe it myself first, or ask AI."
- "If the problem continued or seemed serious, I would see a doctor."
- "I took a photo and asked AI to look at it and see if there was anything to worry about, whether I needed to see a doctor."
- "AI suggested that I see a doctor, but I didn't go."
- "I treat it as a reference, rather than simply trusting or distrusting it."
- "I thought I was okay and could observe it for a few more hours."
- "I mainly relied on my own judgment unless it told me something I did not know."
- "And it would have to match how I felt."
- "If the risky scenario did fit, I would rather err on the side of caution and see a doctor."
- "I do not trust doctors one hundred percent either."
- "I do not really trust the information, but I still read it."
- "It's just to solve it and feel at ease."
- "Emotional issues and other limits may cause me to put it off."
- "Without a referral, finding another provider can be difficult."
- "If it seems low risk, I may give it a try."

THINKS:

- Can I safely wait and observe this?
- How long is it reasonable to wait?
- If the problem persists or becomes serious, I should see a doctor.
- AI advice is a reference rather than a final answer.
- A warning matters when it matches my actual symptoms.
- My past allergy experience helps me interpret this episode.
- Medicine that worked before may help again.
- A low-risk suggestion may be worth trying.
- Doctors are generally more credible than online information.
- A doctor may still lack important details about my body and habits.
- Another clinician can provide a useful second opinion.
- Online information can help identify red flags without giving a certain diagnosis.
- Even when healthcare is a priority, my mental state may affect whether I act on it.
- Persistent pain is a reason to question the first assessment.
- A specific risk from delaying care would change my decision.

DOS:

- Observes symptoms before deciding what to do.
- Photographs her rash.
- Asks AI whether the rash needs medical attention.
- Compares AI's warning with how her body feels.
- Checks whether her throat is swollen.
- Takes allergy medicine prescribed during an earlier episode.
- Continues monitoring the reaction after taking medicine.
- Does not visit a doctor when the reaction gradually improves.
- Draws on what doctors told her during earlier allergy visits.
- Rests and observes a tailbone injury as initially advised.
- Finds a physical therapist herself for another assessment.
- Messages her family doctor to explain a health problem.
- Checks whether she has trouble breathing.
- Sees another doctor when the pain persists.

FEELS:

- Cautious when a symptom first appears.
- More confident when the problem feels familiar.
- Skeptical of an alarming warning that does not fit her symptoms.
- Reassured when outside information agrees with her own judgment.
- Concerned when a concrete risk does fit what she feels.
- Uneasy when pain persists after a doctor says to wait.
- Inconvenienced by the steps needed to reach a specialist.
- Accustomed to long appointment waits.
- Anxious when a serious online explanation seems plausible.
- Relieved when symptoms gradually improve.
- Mentally overloaded at times, making it harder to arrange care.
- Seeking peace of mind when uncertainty remains.
- Uncertain when different sources give different advice.

Yofi



Observation: During an allergic reaction, she compared AI's warnings about throat swelling and breathing difficulties with her actual symptoms.

Insight: To change her plan, a warning needs to explain why the risk applies to her current situation.

SAYS:

"I would observe it myself first or ask AI.

"If the problem continued or seemed

"I took a photo and asked AI to look at it and see if there was

"AI suggested that I see a doctor, but I didn't go."

"I treat it as a reference, rather than simply trusting or distrusting it."

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"If the risky scenario did fit, I would rather err on the side of caution and see a doctor."

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A risk matters more when it matches what her body is actually doing.

DOS:

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Sees another doctor when the pain persists.

Checks for throat swelling and breathing trouble against AI's warning.

FEELS:

Cautious when a symptom first appears.

More confident when the problem feels

Skeptical of an alarming warning that

Reassured when outside information ees with her judgment.

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Relieved when symptoms gradually improve.

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Seeking peace of mind, sometimes beyond a doctor's reassurance.

Duo



SAYS:

- "For medical students, our instructors have always told us not to rely too heavily on AI."
- "Once you become a doctor, if you still need to consult AI, patients may feel that your professional knowledge is not solid."
- "my family members all work in medicine-both of my parents are doctors-I would probably ask them first."
- "AI can only provide a general idea. People with many years of professional experience may be able to explain things more clearly than AI."
- "Something like a specific diagnostic report is definitely the most authoritative source and should be trusted."
- "you cannot reach a conclusion based only on that experience"
- "The internal-medicine issues I experience are generally minor... there is no need to go to the hospital"
- "It is not easy to describe what is happening in your own body"
- "A model differs from a real animal in its feel and density of the muscle, so the amount of force required is also different."
- "I may not even use [conversational AI tools] three or four times a week."
- "You might think they reached that conclusion simply because they do not want you to stay up late. So in that situation, I would also ask AI."
- "I think advances in medicine will remain ahead of advances in AI."
- "When describing the problem, you would clearly state which part of the body hurts and what kind of pain it is... you might describe it in greater detail."
- "At his age, during what may be the final period of his life, he can only lie in bed. He cannot do what he wants, cannot take care of himself, and requires his family to run around constantly to care for him. As his relatives, we truly feel his pain, and we also feel some guilt."
- "if you do not know how to answer a question and look up an answer online, you still need to compare it with the textbook to see whether the online explanation is correct before using that information."

THINKS:

- Professional knowledge or experience are more reliable than AI suggestions
- Medical diagnostic report or academic material should be trusted with the highest priority
- AI could not replacd human doctors in recent future
- Don't trust AI tools that much, specifically in healthcare information
- Medical knowledge helps him significantly when communicating about his own conditions
- It is difficult for average people to accurately talk about medical conditions
- His grandfather's pain and illness are evitable
- As a patient's family relative, he had the responsibility to take care of them and try their best to keep them alive, even if opposing patient's thoughts
- Human experience is sometimes not sufficient for reaching a conclusion
- AI advices are needed when human knowledge is not sufficient
- Greater details in describing conditions improves accuracy of doctor's judgment
- Actual patient's conditions would be very different and more complex than the ones on textbook
- Different AI models do not produce results that have significantly differernt qualities
- In age of AI, doctor is a stable career comparing to others

DOS:

- use ChatGPT, Doubao, or Baidu to search for health information
- ask family members for healthcare guidance first
- use AI as a teaching tool when practicing surgical procedures on animals
- witness his grandfather's illness
- shows sad facial expression (eyes watering) when talking about his grandfather
- smoke cigarettes when conducting the interview
- read medical textbook to check accuracy of AI or online information
- Talk to doctor in specific medical terms when describing medical conditions
- Respond to family member's medical emergency at the fastest possible speed
- go to hospital whenever a physical injury occurs, but does not if cold or small diseases
- haven't meet and treat actual patients yet

FEELS:

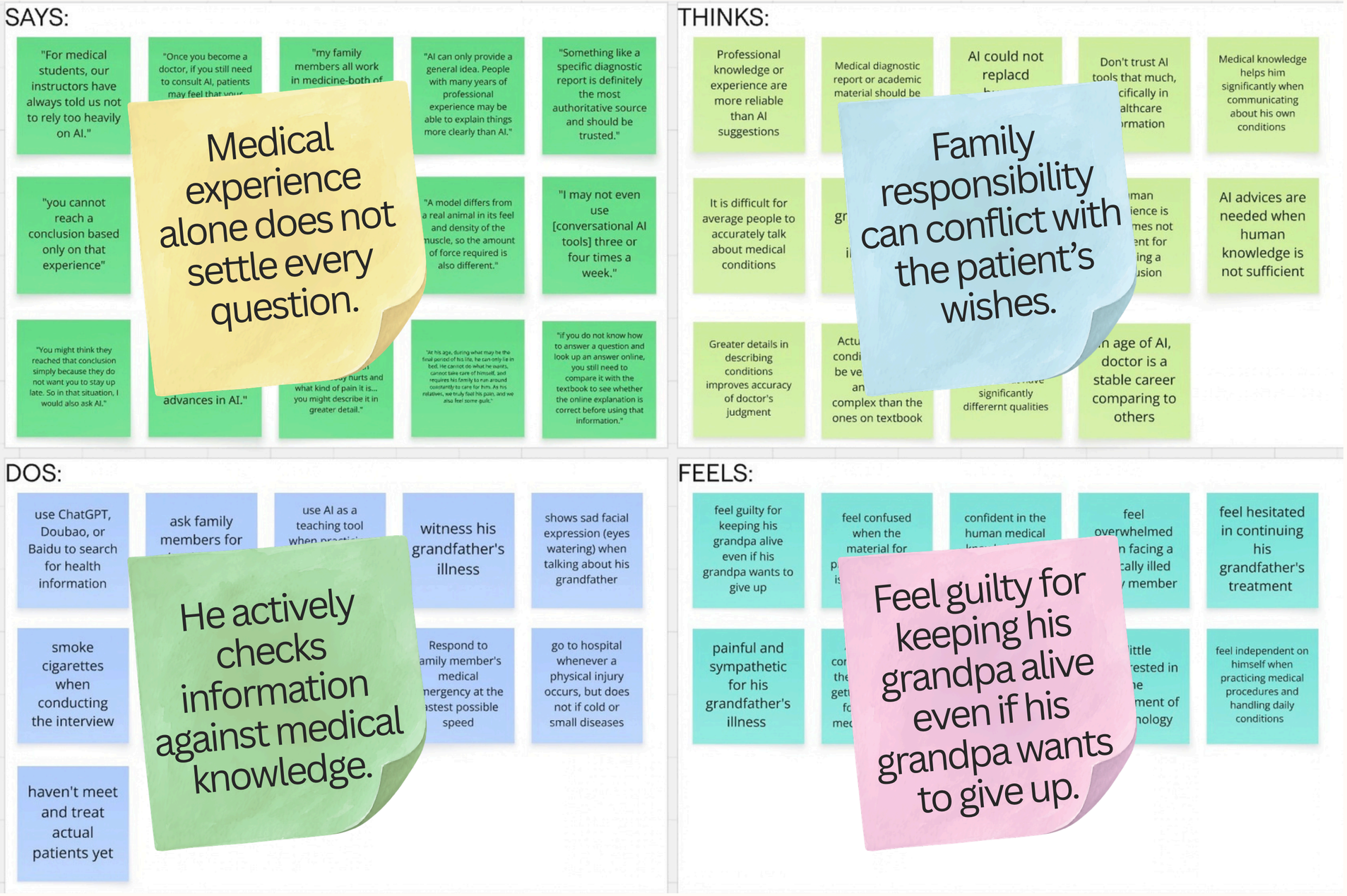
- feel guilty for keeping his grandpa alive even if his grandpa wants to give up
- feel confused when the material for practicing surgery is not consistent
- confident in the human medical knowledge and technique in comparison to AI
- feel overwhelmed when facing a critically illed family member
- feel hesitated in continuing his grandfather's treatment
- painful and sympathetic for his grandfather's illness
- Anxious and concerning about the timeliness of getting treatment for emergent medical situation
- feel uncertain when AI gives medical information
- a little disinterested in the development of AI technology
- feel independent on himself when practicing medical procedures and handling daily conditions

Duo



Observation: After his parents attributed an abnormal test result to staying up late, he asked AI whether other causes were possible.

Insight: When a doctor is also a parent, medical advice may also be interpreted as a judgment about lifestyle.



John:



SAYS:

- "[Gemini's] answers are typically very broad, and it does not give answers that are as specific or detailed as those from a medical or institutional website"
- "Personal clinic visits can be difficult... I may have to take a couple hours out of my day and my schedule, and I often don't have time to do that"
- "Scheduling something over Zoom doesn't feel like it would provide the same experience, and that also takes time"
- "You may have to call or go online and figure out how to schedule an appointment, which seems inconvenient"
- "I would probably rely on my intuition"
- "If [the symptoms] are very severe, I will probably go to a doctor immediately"
- "if the doctors didn't know what it was-even though they had the highest level of understanding of the situation and could physically perform tests-I didn't think going online would be anymore helpful"
- "[My sister's] condition had worsened because the previous doctors had been dismissive"
- "when I'm looking for things online, I would rather not be doing it"
- "I'm in a position where I have to look for what might be wrong with me"
- "It almost feels like a coin flip determining how serious your situation might be"
- "the information [of news outlets, blogs, and magazine articles] tends to be very anecdotal"
- "The sheer number of images of medical conditions online was surprising"
- "the small chance that it could be something serious is enough to create stress"

THINKS:

- Look up and describe symptoms online is more convenient and accessible than in-person clinic visits
- Pay attention to websites that contain trustworthy medical info
- In recent times, government sources are not that trustworthy
- He trusts his intuition when the information are too broad to decide
- He trusts doctor's advices and thinks there's no need to continue searching online after seeing doctor
- Tend to trust doctors (greater authority) more than online sources/intuition, but sometimes doctors also made mistakes
- Would prefer seeing a doctor than looking for info online if time allows
- general information about a disease in many different people is more useful to refer than information pertaining specific individual
- There should be more accurate images of medical conditions for people to refer to
- Doctors have the highest authority in advising prescription
- Tends to avoid taking medicine without a transcription
- The accuracy of online information is very important to him

DOS:

- Google the medical conditions and look through Gemini section
- Look at reputable online sources, such as Mayo Clinic
- Type a set of symptoms (e.g. dry nose, dry throat, cough) and ask AI to relate them to something
- Directly look up ADHD symptoms and match the symptoms to himself (top down approach)
- If he only have a set of symptoms, look up the symptoms and match the symptoms with a specific disease (bottom up approach)
- After consults AI, visit the websites that AI cited from for a more detailed understanding
- Go to see doctor if the information gathered seems sufficient for him to believe that he may has a condition
- go to a different doctor or ask for a referral to a specialist for different intepretation on an uncertain issue
- take pain medicine only as a last resort, when the pain is severe enough that he feels he has to take it
- look at images of medical conditions (e.g. rashes, bug bites) to compare with his own symptoms

FEELS:

- Confused and annoyed when scheduling a clinic visit online
- cautious about trusting doctors if there is disagreement between doctor and him
- would feel much more reassured if he went to a doctor, but given the situation, it feels like settling for the 2nd-best option
- feel difficult and stressful to determine the seriousness of the situation with online search
- a little frustrated when talking about his sister's experience
- feel reluctant on seeking medical advice given the time constraint
- feel uncertain when there is no reliable information sources
- feel unwilling to look up his disease online
- feel understanding to doctors making mistakes
- feel sympathetic to his sister's choice of trusting doctors inside of themselves
- feel insecure when the medical information is not 100% reliable

John:



Observation: He prefers seeing a doctor but postpones visits for concerns that seem less serious because scheduling and attending take time.

Insight: Online searching may reflect a compromise imposed by access costs rather than a preference for digital care.

SAYS:

"[Gemini's] answers are typically very broad, and it does not give answers that are as specific or detailed as those from a medical or institutional website"

"Personal clinic visits can be difficult... I may have to take a couple hours out of my day

"Scheduling something over Zoom doesn't feel

"You may have to call or go online and figure out how to schedule an appointment, which seems inconvenient"

"I would probably rely on my intuition"

I'm in a position where I have to look for what might be wrong with me.

"If [the symptoms] are very severe, I will probably go to a doctor immediately"

"when I'm looking for things online, I would rather not be doing it"

"I'm in a position where I have to look for what might be wrong with me"

"It almost feels like a coin flip determining how serious your situation might be"

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"the small chance that it could be something serious is enough to create stress"

THINKS:

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Pay attention to websites that contain

In recent times, government

He trusts his intuition when

He trusts doctor's advices and thinks there's no need to continue searching online after seeing doctor

He trusts the doctor's diagnosis more than online information and intuition.

Tend to trust doctors (greater authority) more than online sources/intuition, but sometimes doctors also made mistakes

Doctors have the highest authority in advising prescription

Tends to avoid taking medicine without a transcription

very important to him

DOS:

Google the medical conditions and look through Gemini section

Look at reputable online

Type a set of symptoms (e.g. dry nose, dry throat

Directly look up ADHD symptoms and match the symptoms to himself (top down approach)

If he only have a set of symptoms, look up the symptoms and match the symptoms with a specific disease (bottom up approach)

He looks up medical symptoms using various methods.

After consults AI, visit the websites that AI cited from for a more detailed understanding

look at images of medical conditions (e.g. rashes, bug bites) to compare with his own symptoms

FEELS:

Confused and annoyed when scheduling a clinic visit online

cautious about trusting doctors if there is disagreement

would feel much more reassured if he went to a doctor,

feel difficult and stressful to

a little frustrated when talking about his sister's experience

Being cautious about trusting doctors if he disagrees with the doctor.

feel reluctant on seeking medical advice given the time constraint

feel sympathetic to his sister's choice of trusting doctors inside of themselves

feel insecure when the medical information is not 100% reliable

Contradictions

What Makes Information Credible?

- Jack prefers to gather information from individual people he knows.
- Yofi takes the experiences of people she knows as reference if these are rational.
- John only trusts representative medical information from medical / institutional websites.

Does a Visit End the Search?

- Buobuo returns to AI after medical visits to understand causes and implications.
- In one severe illness, John did not search further even without a clear diagnosis, believing online information would add little.

Who Has the Final Say?

- Duo trusts academic textbooks for medical advice more than any other source.
- John concludes only after confirming the doctors' medical opinions with his own opinion.
- If Yofi thinks the doctor's perspective is inferential, then she will instead trust her intuitive feelings.

Tensions

People seek help to make health decisions easier, yet must still verify information, fill explanation gaps, and navigate care themselves, which results in more workload.

People seek expertise, but still have to decide whether an explanation accounts for their own symptoms, history, and circumstances.

Based on Duo’s personal experience, many people feel guilty for maintaining a critically ill family member’s life even if that person prefers to stop the treatments.

Surprises

- John finds it difficult to find images of medical conditions (e.g. rashes, bug bites) online and hard to compare with his own symptoms, while we consider it an easy thing to do, specifically on Chinese social media.

- Joe is willing to try different medications on his own for what he considers minor issues, even though self-experimenting with medication is generally seen as risky.

- Duo shows disinterest in using AI tools for learning, while we extensively use AI in daily lives.

Possible Needs

- According to John’s answers, people need a community focused on health issues where they can **share personal experiences** and **learn from others**.
- Duo’s medical training allows him to describe symptoms precisely, while people without medical expertise may need a better way to **communicate nuanced bodily sensations** to doctors.
- Buobuo’s and Yofi’s experiences suggest that medical visits do not always resolve emotional uncertainty. People may need a supportive community or other forms of ongoing support where they can **share concerns, feel heard, and find reassurance** beyond the appointment.

Reflection

Expectations & Surprises

- **Expected:** Greater trust would lead to following advice.
- **Found:** Yofi questioned AI advice; Buobuo sought AI explanations after diagnosis; Jonathan searched online despite preferring doctors.
- **Takeaway:** Trusting, using, and acting on information are different things.

Adapting in the Moment

- **Approach:** Moved from general answers to specific experiences and actions.
- **Example:** Jack recalled frightening search results; Duo described checking his doctor parents' advice with AI.
- **Takeaway:** Specific stories reveal details that general answers miss.

Next...

- Include older perspectives. Interview adults aged 50+ to explore how health information needs and care experiences differ across age groups.
- Learn from people who rarely use AI. Inspired by Duo’s limited AI use, explore how infrequent users research symptoms, evaluate information, and decide what to do next.
- Test our emerging insights through multiple methods. Use search walkthroughs, short diaries, and follow-up interviews to see whether actual behaviors support or challenge our initial findings.

Thank you!