

Amicus Vera

Designing a calm AI companion and family-support experience for older adults

Aditi Nair · Product Strategy, Responsible AI & Prototype

The product problem is fragmented support - not a lack of apps

For older adults

Conversation, routines, memories, health notes and reaching family can sit across separate tools. The combined experience can feel clinical, complex or impersonal.

For families

People want appropriate reassurance without constant calls, intrusive monitoring or default access to private conversations.

Dignity guides every product decision

01 · Calm over clever

Prefer plain language, predictable paths and an unhurried tone.

02 · Companionship, not substitution

Support family and professional care rather than pretending to replace them.

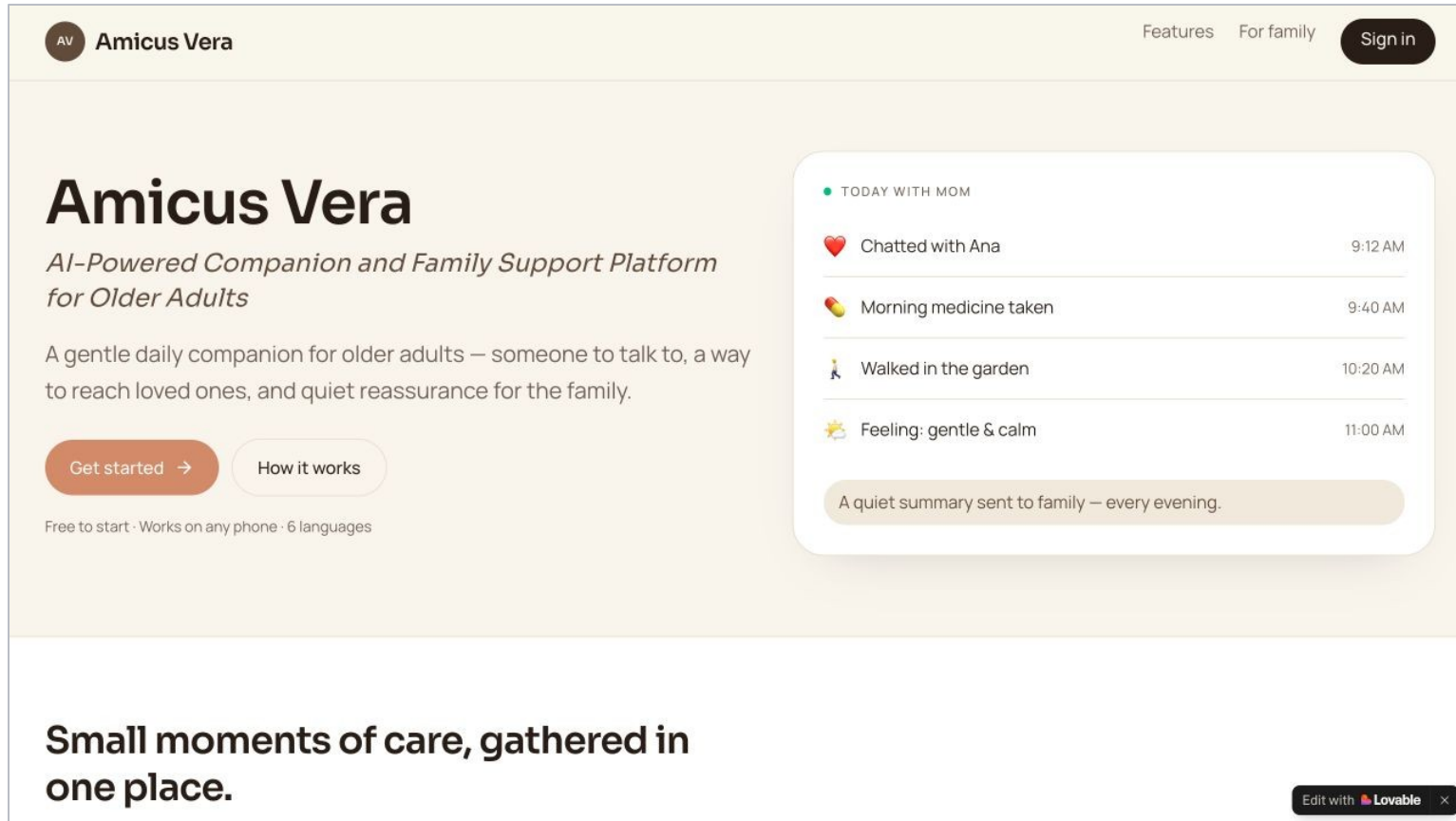
03 · Memory with control

Use selected context for continuity while allowing review and deletion.

04 · Visibility with boundaries

Share useful signals with family - not full private conversations by default.

The public prototype makes the product direction inspectable



What a recruiter can inspect

- A clear older-adult and family proposition
- Conversation, routine, safety and reassurance concepts
- Public routes into the prototype journey

Evidence boundary

The concept is not presented as a production system, clinical tool, live database implementation or institutional deployment.

Three journeys define the MVP boundary

EVERYDAY

AT RISK

FAMILY

Daily connection

A time-aware greeting, mood or routine check-in, and a short voice or text conversation.

Concerning moment

Acknowledge the concern, avoid diagnosis, and direct the person toward appropriate human support.

Reassurance

Share selected activity signals with authorised family members while keeping private chats private.

I specified the AI as a bounded companion, not a clinician

01 · Context

Use optional profile, routine and user-approved memory context when it improves relevance.

03 · Escalation

Recognise concerning cues and point toward SOS, family or appropriate emergency support.

02 · Response

Reply in one to three calm sentences, using simple language and one question at a time.

04 · Memory

Save only selected durable facts and give the user review, correction and deletion controls.

Responsible AI decisions shape the product

01 · Non-diagnostic

Do not diagnose, prescribe or offer false reassurance about health concerns.

02 · Human escalation

Make the next human-support action calm, visible and user controlled.

03 · Consent and control

Explain what may be stored or shared before memory or family features are used.

04 · Test before trust

Red-team medical, distress and hallucinated-memory scenarios before any broader pilot.

My contribution spans product definition through prototype

01 · Product framing

Defined users, problem statement, principles, MVP boundary and staged roadmap.

02 · Experience design

Mapped older-adult and family journeys, requirements and accessibility patterns.

03 · AI and safety

Specified tone, memory controls, escalation behaviour and responsible-use boundaries.

04 · Delivery

Built the clickable prototype with AI-assisted development and created the validation plan and product documentation.

The evidence is explicit about what exists and what does not

Evidence today

A public clickable prototype, documented journeys and requirements, AI behaviour and safety specifications, and a staged validation plan.

Not yet claimed

Measured user outcomes, clinical validation, production infrastructure, formal compliance review, live-care integration or institutional deployment.

Validation comes before feature expansion

Next evidence

Test usability, privacy expectations and safety behaviour before adding more capabilities. These are research targets - not reported outcomes.

5-8

older-adult usability sessions

3-5

family-member interviews

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critical failures accepted in
safety tests

Useful AI earns trust through dignity, control and clear limits.

Prototype: senior-smile-line.lovable.app

Role fit: AI Specialist · AI Adoption · Product Operations

Aditi Nair · Independent portfolio project