

1 Solution Ideation (Crazy 8s / Brainwriting)

UX Problem Chosen: *Booking an appointment in a hospital app*

Crazy 8s – 8 Quick Low-Fidelity Ideas

1. **One-tap Appointment Booking** – User selects doctor → available slots auto-show.
 2. **Voice-Based Booking** – User speaks “Book a check-up with cardiologist”.
 3. **Symptoms-to-Specialist Matcher** – User enters symptoms → app suggests doctor.
 4. **Urgency-Based Slot Finder** – “Need immediate”, “Same day”, “Within a week”.
 5. **Calendar Sync** – Sync hospital app appointments with Google/Apple Calendar.
 6. **Smart Token System** – Shows live “You are 15th in queue”.
 7. **Family Member Profiles** – Book appointments for parents, kids, etc.
 8. **Auto-Reminder + Pre-Check-In Flow** – Reminder → fill pre-consult form → confirm.
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2 Creating User Stories (5 Required)

User Stories

1. **As a patient**, I want to book a doctor’s appointment quickly, **so that** I don’t waste time in queues.
 2. **As a new user**, I want to see available doctors by specialty, **so that** I can choose the right expert.
 3. **As a parent**, I want to manage appointments for my children, **so that** I can book for them easily.
 4. **As a working professional**, I want reminders before appointments, **so that** I don’t forget or miss them.
 5. **As an elderly user**, I want a simple and large-button interface, **so that** I can navigate without difficulty.
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3 Creating Scenarios (Choose 1 User Story)

Selected Story:

“As a patient, I want to book a doctor’s appointment quickly so that I don’t waste time in queues.”

Scenario Narrative

Meera, a 26-year-old IT employee, wakes up with a persistent headache before work. She feels anxious because she has an important meeting at 10 AM. While sitting in a noisy bus, she opens the hospital app to book the earliest possible appointment. She searches for a general physician, checks available slots, and books the nearest 9:15 AM slot. The app shows the expected waiting time and sends a pre-check-in form. Feeling relieved, she heads directly to the hospital knowing she’ll be seen soon.

4 Flow Diagrams / User Flow (Task: Ordering Food in App)

Below is the clean text version.
If you want, I can also *create this as an image diagram*.

```
[Start] | Select App | Choose Food Category | View Food Items | Select an Item → Add to Cart |  
[Decision: Add More?] Yes -----> Back to Menu No | Checkout | Select Delivery Address | Choose  
Payment Method | Place Order | Order Confirmation | [End]
```

5 Information Architecture (IA)

Example App: **University Website**

Card Sorting Result (Closed Sorting Example)

Categories & items:

Admissions

- Apply Now
- Fees & Scholarships
- Eligibility
- Important Dates

Academics

- Departments
- Programs & Courses
- Timetable
- Faculty Profiles

Campus Life

- Hostel
- Clubs
- Events
- Sports

Support

- Contact Office
 - Help Desk
 - FAQs
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Site Map (IA Structure)

University Website | └─ Home | └─ Admissions | └─ Apply Online | └─ Programs Offered | └─ Scholarships | └─ Important Dates | └─ Academics | └─ Departments | └─ Faculty | └─ Courses | └─ Timetable | └─ Campus Life | └─ Hostel | └─ Clubs & Events | └─ Sports | └─ Transportation | └─ Support | └─ Contact Us | └─ FAQs | └─ Help Desk | └─ Login Portal