

DocSpot: Seamless Appointment Booking for Health

PATIENT JOURNEY MAP

STAGES	AWARENESS	CONSIDERATION	REGISTRATION	BOOKING	POST-BOOKING & APPOINTMENT DAY
OBJECTIVES	User becomes aware of DocSpot and visits the platform	User browses doctors and evaluates if DocSpot meets their needs	User creates an account to book appointment	User books an appointment with selected doctor	User tracks appointment status and attends consultation
NEEDS	Find a reliable way to book doctor appointments online without phone calls	See available doctors, view qualifications, understand fees, check if specialists are available	Quick and simple registration process with email and password	Select convenient date and time, add reason for visit, upload documents if needed	Know if appointment is approved, remember appointment details, visit clinic
FEELINGS	Anxious about health, curious about options, hopeful to find solution	Hopeful to find right doctor, confused while comparing multiple doctors	Relieved when form is simple, frustrated if form has errors	Satisfied when booking completes, relieved to secure appointment	Happy when approved, anxious before visit, satisfied after consultation
BARRIERS	Too many options online, unsure which platform to trust, no prior knowledge of DocSpot	Hard to compare doctors, no patient reviews, specialization filter may not show all options	Long registration forms, password requirements unclear, duplicate email errors	Selected time slot may be unavailable, form errors, document upload fails	No status updates, forget appointment details, long wait at clinic
ADD NOTES OR COMMENTS	<ul style="list-style-type: none"> • User searches Google for doctors • Friends recommend DocSpot • Lands on DocSpot homepage 	<ul style="list-style-type: none"> • User sees Doctors List page • Filters by specialization • Views doctor profiles with qualifications, experience, fees 	<ul style="list-style-type: none"> Registration form asks name, email, phone, password • Password encrypted with bcrypt • Duplicate email check • Success message appears 	<ul style="list-style-type: none"> • Date picker for future dates • Time slots available • Reason for visit text field • Document upload (images/PDF, 5MB max) • Confirmation message after booking 	<ul style="list-style-type: none"> • My Appointments page shows all bookings • Status badges: pending, approved, rejected, completed, cancelled • Cancel button for pending appointments • User visits clinic on scheduled date

DOCTOR JOURNEY MAP

STAGES	REGISTRATION	PROFILE SETUP	DAILY OPERATIONS	CONSULTATION	FOLLOW-UP
OBJECTIVES	Doctor signs up to join the platform	Doctor completes profile with professional details	Doctor manages daily schedule and appointment requests	Doctor meets patient and provides care	Doctor completes appointment record
NEEDS	Create account to list practice and reach patients	Add qualifications, experience, consultation fees, available timings	See pending appointments, approve suitable slots, reject conflicts	Access patient information, provide consultation	Mark appointment as completed
FEELINGS	Excited to join, patient while waiting for approval	Productive while setting up, frustrated if form is complex	Organized with dashboard, in control of schedule	Focused on patient care, tired after long day	Satisfied with day's work
BARRIERS	Unsure if platform is trustworthy, registration form asks many details	Too many fields to fill, unsure what to include, time-consuming	Hard to see all requests at once, manual approval time-consuming	No access to patient history, interruptions during consultation	Forgetting to mark completed, no follow-up system
ADD NOTES OR COMMENTS	<ul style="list-style-type: none"> • Doctor registers with name, email, phone, specialization • Account created with "pending" status • Admin must approve before access 	<ul style="list-style-type: none"> • Profile form includes qualifications, fees • Day-wise timing selector • Bio and contact info • Profile visible after approval 	<ul style="list-style-type: none"> • Dashboard shows pending/approved/completed counts • Appointments page lists all requests • Patient documents visible • One-click approve/reject 	<ul style="list-style-type: none"> • Doctor views patient name and reason • Uploaded documents available • In-person consultation 	<ul style="list-style-type: none"> • Click "Complete" button after consultation • Status updates to "completed"

ADMIN JOURNEY MAP

STAGES	LOGIN	MONITOR DASHBOARD	DOCTOR VERIFICATION	USER MANAGEMENT	APPOINTMENT OVERSIGHT
OBJECTIVES	Admin accesses the platform management panel	Admin views platform statistics and pending items	Admin reviews and approves/rejects doctor applications	Admin monitors all platform users	Admin monitors all appointments on platform
NEEDS	Secure login to access admin features	See overview of users, doctors, appointments, pending approvals	Verify doctor credentials, ensure only qualified doctors join	View all registered patients and doctors	View all bookings, track platform activity
FEELINGS	Ready to manage platform	Informed about platform health	Productive when approving, stressed if fake profiles found	Organized with complete view	In control with complete oversight
BARRIERS	Forgot password, no reset option	Stats not real-time, hard to track trends	Manual verification time-consuming, cannot verify credentials directly	No search functionality, cannot filter users	Too many appointments to track, no filtering
ADD NOTES OR COMMENTS	<ul style="list-style-type: none"> Admin login with email/password Redirected to admin dashboard No password reset currently 	<ul style="list-style-type: none"> Dashboard shows total users, total doctors, pending doctors, total appointments Quick access to manage sections 	<ul style="list-style-type: none"> Pending doctors list View complete doctor profile Approve button updates to "approved" Reject button updates to "rejected" 	<ul style="list-style-type: none"> Users page lists all registered users Shows name, email, phone, role Can filter by user type 	<ul style="list-style-type: none"> Appointments page shows all bookings Filter by status Filter by date View patient and doctor details