

Ideation Phase
Define the Problem Statements

Date	16 February 2026
Team ID	LTVIP2026TMIDS35442
Project Name	DocSpot: Seamless Appointment Booking for Health
Maximum Marks	2 Marks

Problem Statement 1 – Patient Appointment Booking

Section	Description
I am	A working professional with a busy 9-to-6 schedule who needs to see a doctor for a routine check-up
I'm trying to	Book an appointment with a cardiologist near my office without taking time off work
But	I have to call multiple clinics during working hours, wait on hold, and often get told they're fully booked
Because	Most clinics only accept phone bookings during limited hours and don't show real-time availability online
Which makes me feel	Frustrated, stressed, and worried about my health while juggling work responsibilities

Problem Statement 2 – Doctor Discovery & Selection

Section	Description
I am	A patient looking for a specialist doctor (dermatologist) in my city
I'm trying to	Find a qualified doctor who is experienced, affordable, and has good reviews from other patients
But	I don't know which doctors are available, what their consultation fees are, or if they have good credentials
Because	There's no centralized platform that provides comprehensive doctor profiles with verified information
Which makes me feel	Confused, uncertain, and hesitant about choosing the right doctor for my condition

Problem Statement 3 – Appointment Cancellation & Rescheduling

Section	Description
I am	A patient who needs to cancel or reschedule an existing appointment due to an emergency
I'm trying to	Quickly change my appointment without hassle and free up the slot for someone else
But	I have to call the clinic again, wait on hold, and sometimes get charged a cancellation fee
Because	There's no self-service option to cancel or reschedule appointments online
Which makes me feel	Frustrated by the inflexibility and guilty about wasting a doctor's time

Problem Statement 4 – Doctor Schedule Management

Section	Description
I am	A busy doctor with a full patient schedule and limited administrative staff
I'm trying to	Manage my appointment calendar efficiently and reduce gaps in my schedule
But	I receive phone calls at all hours for bookings and cancellations, disrupting patient consultations
Because	My receptionist can't handle the volume, and there's no automated system for patients to book themselves
Which makes me feel	Overwhelmed, stressed, and unable to focus fully on patient care

Problem Statement 5 – Doctor Profile & Visibility

Section	Description
I am	A newly practicing doctor trying to build my patient base and reputation
I'm trying to	Showcase my qualifications, experience, and availability to potential patients
But	Patients don't know about my practice or my credentials
Because	There's no platform where I can create a professional profile and reach new patients
Which makes me feel	Discouraged about growing my practice and invisible in the healthcare community

Problem Statement 6 – Admin Verification & Platform Integrity

Section	Description
I am	A platform administrator responsible for maintaining trust and safety
I'm trying to	Ensure that only qualified, verified doctors are allowed on the platform
But	Fake or unqualified practitioners might try to register and deceive patients
Because	There's no streamlined verification process with document checks and approvals
Which makes me feel	Concerned about platform credibility and worried about user safety

Problem Statement 7 – Platform Monitoring & Issue Resolution

Section	Description
I am	A system operator managing the day-to-day operations of the platform
I'm trying to	Monitor platform performance, track issues, and resolve disputes quickly
But	Problems arise across multiple channels and are difficult to track systematically
Because	There's no centralized admin dashboard with analytics and monitoring tools
Which makes me feel	Stressed about maintaining service quality and overwhelmed by manual oversight