**Ideation Phase**

**Define the Problem Statements**

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| Date | 31 January 2025 |
| Team ID | SWTID1743353335 |
| Project Name | Book a doctor using MERN |
| Maximum Marks | 2 Marks |

**Customer Problem Statement:**

The conventional method of booking medical appointments is often time-consuming and inefficient and lacks transparency. Patients typically have to visit clinics physically or make phone calls to book appointments, leading to:

* Long waiting periods and scheduling conflicts.
* Inconvenience due to lack of information on doctor availability.
* Missed or forgotten appointments due to poor notification systems.

From the doctor’s perspective, there is a lack of tools to manage appointments effectively, resulting in:

* Overbooked or underutilized schedules.
* Difficulty maintaining patient interaction records.
* Limited accessibility for remote or follow-up consultations.

There is a growing need for a digital platform that connects patients and doctors in a streamlined and efficient manner, reducing manual effort and improving the overall healthcare experience.

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| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| PS-1 | A patient looking to consult a doctor | Book a Medical Appointment online | Most clinics  don’t have  digital  platforms or  real-time  availability | The current  process is  Manual,  Time-  Consuming and unclear | Frustrated, anxious, and unsure about when or how I’ll be treated |
| PS-2 | |  |  | | --- | --- | | A doctor trying to manage patient consultation | | |  | | Maintain and  organize  Appointments  efficiently | Patients  often miss  appointments | There is no integrated scheduling or approval system | Disorganized and stressed, unable to manage time properly |