

**Ideation Phase**  
**Define the Problem Statements**

Date	31 January 2025
Team ID	SWTID1743517106
Project Name	Medicare: Book a Doctor
Maximum Marks	2 Marks

**Defining the Problem**

In today's fast-paced world, accessing trusted healthcare professionals quickly and efficiently is still a challenge for many individuals. Whether it's a working professional with a packed schedule, a student living far from home, or someone from a rural area with limited options, people struggle to find, evaluate, and book appointments with doctors easily.

The traditional system of calling clinics, waiting in lines, and not knowing which doctor is trustworthy or available creates stress and delays in getting care. Even with technology at our fingertips, a user-friendly, reliable, and centralized solution for medical bookings is missing.

Our project, **Medicare: Book a Doctor**, aims to bridge this gap by offering a digital platform that simplifies the process of finding doctors, checking availability, and booking appointments — all while ensuring user trust and ease of use.

**Target Customers:**

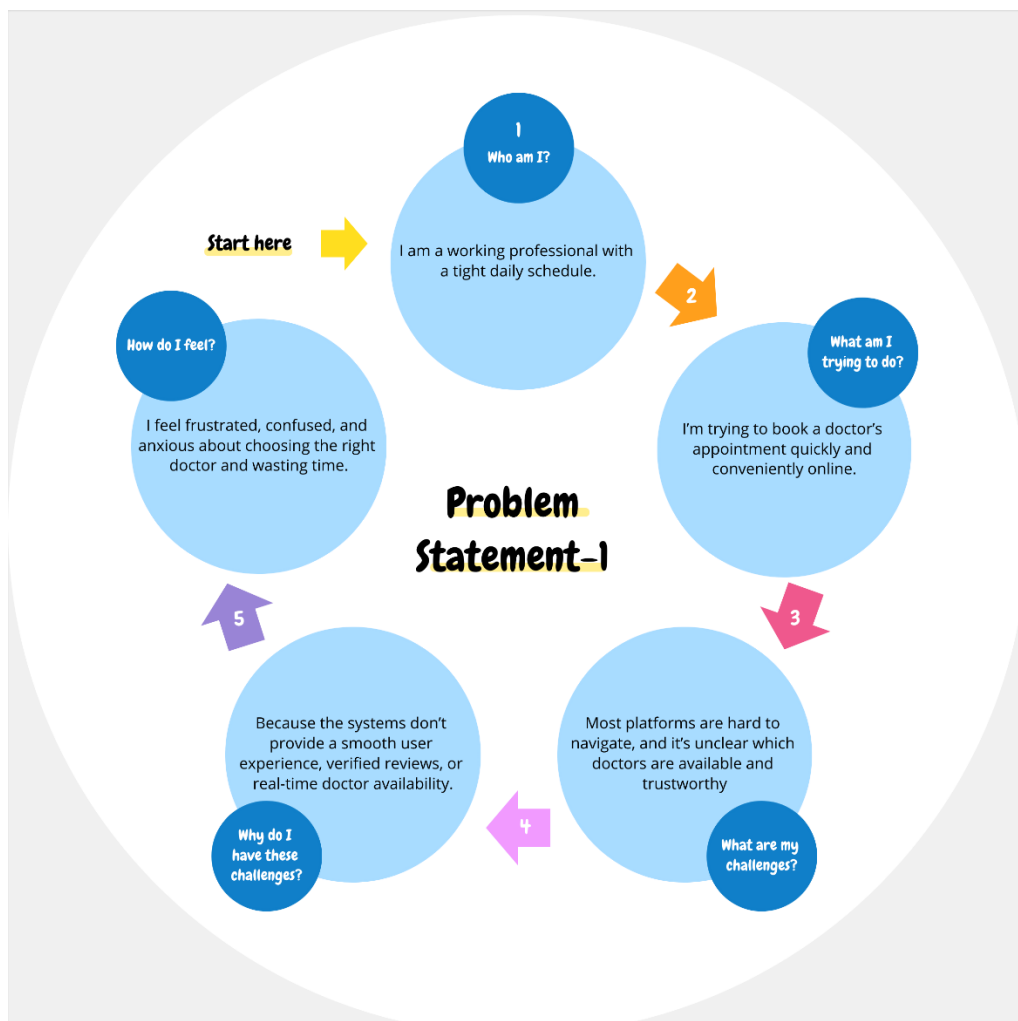
Customer	Description
Working Professionals	Busy individuals who need a quick and trustworthy way to book medical appointments.
Students	Hostel-residing students with limited local knowledge and no family help
Rural Residents	People in small towns with fewer healthcare options and limited access to digital platforms.

## PROBLEM STATEMENTS

The following problem statements capture real-world user frustrations and experiences, helping us stay user-focused throughout the solution-building journey.

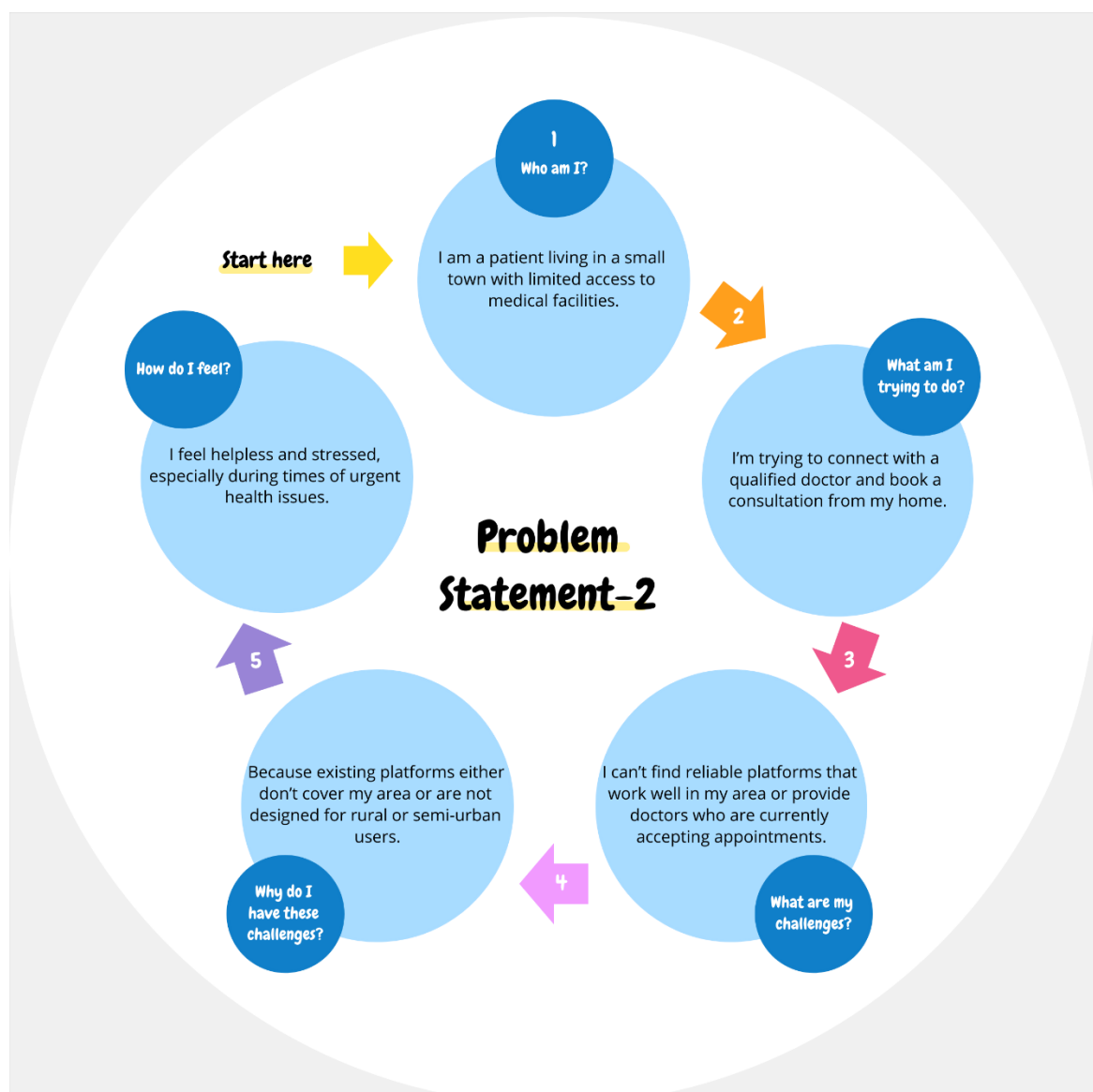
### PROBLEM STATEMENT – 1

Problem Statement (PS)	I am	I'm trying to	But	Because	Which makes me feel
PS-1	Working Professional	Book a doctor's appointment online and quickly	Platforms are hard to navigate	Not provide real time doctor's availability	Frustrated, Confused and Anxious



## PROBLEM STATEMENT – 2

Problem Statement (PS)	I am	I'm trying to	But	Because	Which makes me feel
PS-2	Rural Resident	Book a doctor's appointment from my home	Platforms not work in my area	Existing platforms are not designed for rural users	Helpless, Stressed and Sad



## PROBLEM STATEMENT – 3

Problem Statement (PS)	I am	I'm trying to	But	Because	Which makes me feel
PS-3	College Student	Book a nearby doctor for a quick checkup	Don't know which doctors are nearby and their timings	I don't know the place and no platform to see trusted doctors	Confused, Concerned and Hesitant

