

Ideation Phase

Define the Problem Statements

Date	16 February 2026
Team ID	LTVIP2026TMIDS34705
Project Name	DocSpot – Seamless Doctor Appointment Booking System
Maximum Marks	2 Marks

Customer Problem Statement Template:

Our patients need a simple, fast, and reliable way to book doctor appointments because the current process is manual, time-consuming, and often leads to long waiting times or miscommunication. They feel frustrated when appointments are delayed, rescheduled without clear updates, or when doctor availability is not transparent, which affects their health and daily responsibilities. We believe that by understanding their experience and challenges, we can design a smart and user-friendly appointment booking system that makes the process intuitive, transparent, and efficient—so patients feel supported, informed, and confident about their healthcare from the very beginning.

I am	Customer Problem Statement for DocSpot – Seamless Doctor Appointment Booking System	
I'm trying to	<small>Describe customer with 3-4 key characteristics who they are?</small>	A busy patient seeking seeking specialized medical care
but	<small>List the what problems stand in the way – what are the barriers – what bothers them?</small>	Existing manual doctor booking is inefficient, inconsistent, leading to appointment delays, long waiting times and difficulty in reaching doctors in the office.
because	<small>Enter the "root cause" of the problem or barrier exists – what is the problem?</small>	Describe the problems or barriers that get in the way here
which makes me feel	<small>Describe the emotions from the customer's point of view – how does it feel emotionally?</small>	Traditional booking methods lack real-time visibility into doctor availability, leading to frustration and wasted time waiting and scheduling

Reference: <https://miro.com/templates/customer-problem-statement/>

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A patient who needs medical	Book a doctor appointment	I face long waiting times and	The current appointment system is manual and	Frustrated and worried about my health

	consultation	quickly and easily	unclear doctor availability	not properly updated	
PS-2	A working professional with a busy schedule	Manage my medical appointments without affecting my work	I don't receive timely reminders or real-time updates	There is no smart digital system for notifications and rescheduling	Stressed and inconvenienced