

Ideation Phase

Empathize & Discover

Team Details

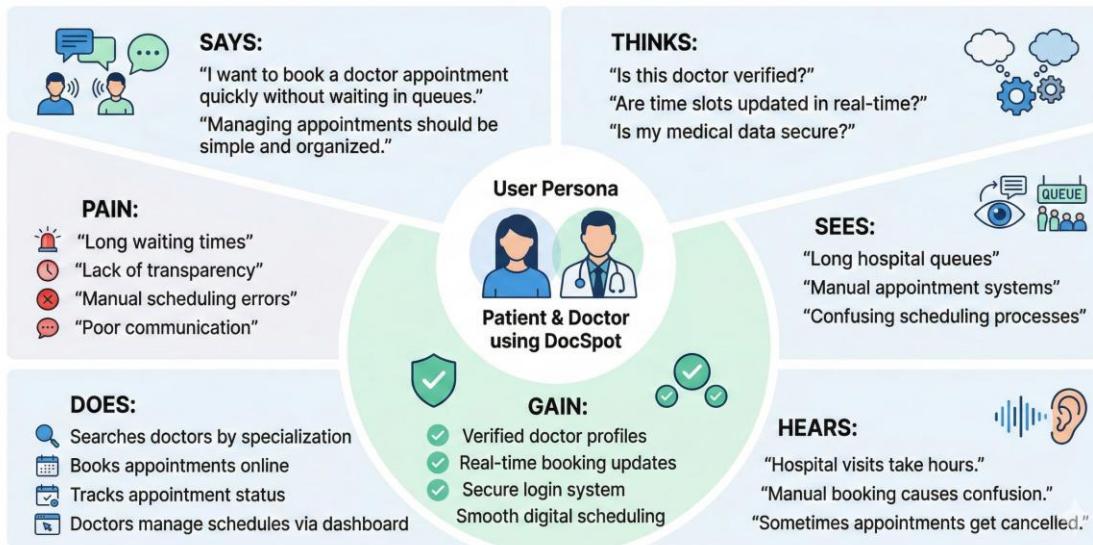
Date	5 Feb 2026
Team ID	LTVIP2026TMIDS89460
Project Name	Docspot: seamless appointment booking for health
Maximum Marks	2 Marks

Empathy Map Canvas

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviours and attitudes.

It is a useful tool to help teams better understand their users. Creating an effective solution requires understanding the true problem and the person who is experiencing it. This exercise helps participants consider things from the user's perspective along with their goals and challenges.

Empathy Map Canvas for Healthcare Web App "DocSpot – Doctor Appointment Booking System"



User Persona :

Patient: A busy individual who wants to quickly find verified doctors and book appointments online without waiting in hospital queues.

Doctor: A medical professional who needs a simple dashboard to manage appointments, control availability, and handle patient requests efficiently.

Admin: A system administrator responsible for verifying users, monitoring platform activity, and ensuring secure and smooth operation of DocSpot.

Empathy Map Insights

SAYS	<ul style="list-style-type: none"> - "I want to book a doctor appointment quickly without standing in long hospital queues." - "Managing my patient appointments should be simple and organized."
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THINKS	<ul style="list-style-type: none"> - "Is this doctor verified and qualified?" - "Are the available time slots accurate and updated in real-time?" - "Will my medical information remain secure?"
SEES	<ul style="list-style-type: none"> - Long waiting times in hospitals. - Confusing appointment processes in traditional systems. - Lack of clarity about doctor availability and specialization.
HEARS	<ul style="list-style-type: none"> - From friends: "Hospital appointments take hours." - From doctors: "Managing appointments manually causes confusion." - From patients: "Sometimes bookings get cancelled without notice."
DOES	<ul style="list-style-type: none"> - Searches doctors by specialization and availability. - Books appointments through the platform. - Tracks appointment status and receives confirmations. - Doctors approve/reject requests and manage schedules via dashboard.
PAIN	<ul style="list-style-type: none"> - Long waiting queues and delayed consultations. - Uncertainty about doctor availability.

GAIN	<ul style="list-style-type: none">- Verified doctor profiles with specialization details.- Real-time appointment booking and status updates.- Secure login and role-based dashboards.- Smooth and transparent scheduling system.
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