

Project Design Phase

Problem – Solution Fit Template

Date	15 February 2025
Team ID	LTVIP2026TMIDS81521
Project Name	SmartDoc Appointment System
Maximum Marks	2 Marks

Problem – Solution Fit

1 CUSTOMER SEGMENTS <ul style="list-style-type: none"> • Patients (Working professionals, students, elderly users) • Doctors (Private practitioners & clinic-based doctors) • Hospital / Clinic Administrators 	2 TRIGGERS <ul style="list-style-type: none"> • Long waiting hours at hospitals • Difficulty reaching doctors by phone • Emergency health situations • Word-of-mouth recommendation • Seeing others use online booking systems 	4 EMOTIONS (Before / After) <table style="width: 100%;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Frustrated • Anxious about health • Confused about doctor availability • Word-of-mouth recommendation </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Confident • Relieved • In control of appointments </td> </tr> </table>	<ul style="list-style-type: none"> • Frustrated • Anxious about health • Confused about doctor availability • Word-of-mouth recommendation 	<ul style="list-style-type: none"> • Confident • Relieved • In control of appointments
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2 JOBS-TO-BE-DONE / PROBLEMS <ul style="list-style-type: none"> • For Patients: • Book doctor appointments easily • Avoid long waiting times • Check doctor availability before visiting • Manage appointment history • Receive reminders 	3 TRIGGERS <ul style="list-style-type: none"> • Long waiting hours at hospitals • Difficulty reaching doctors by phone • Emergency health situations • Word-of-mouth recommendation • Seeing others use online booking systems 	7 CUSTOMER BEHAVIOUR <ul style="list-style-type: none"> • When facing the problem: • Call hospital reception • Visit hospital physically • Ask friends/family for doctor suggestions • Search doctors on Google 		
5 AVAILABLE SOLUTIONS (Current Alternatives) <ul style="list-style-type: none"> • Manual hospital visit & queue system • Phone call booking • WhatsApp booking through clinics • Paper-based appointment registers. 	6 CUSTOMER CONSTRAINTS <ul style="list-style-type: none"> • Limited technical knowledge (elderly users) • Internet connectivity issues • Trust concerns with online systems • Budget constraints for paid services • Limited smartphone access in rural areas 	9 PROBLEM ROOT CAUSE <ul style="list-style-type: none"> • Lack of centralized digital booking system • Manual appointment-management • Poor communication between doctors & patients • No structured scheduling system • Increasing patient load in 'urban areas 		
PURPOSE / VISION <p>To digitize and simplify the healthcare appointment process by providing a secure, efficient, and user-friendly online booking platform that benefits patients, doctors, and administrators.</p>				