

Ideation Phase

Define the Problem Statements

Date	20 June 2025
Team ID	LTVIP2025TMID53520
Project Name	DocSpot: Seamless Appointment Booking for Health
Maximum Marks	2 Marks

Customer Problem Statement Template:

Identify the key challenges freelancers encounter during their online job hunt and leverage those findings to shape the design and features of Freelance Finder.

Objective:

To deeply understand the specific frustrations, needs, and expectations of freelancers during their online job hunt and use this understanding to build a platform that truly addresses those issues.

Customer Problem Statement Template

As a	I want to	But	Due to	Which makes me
time-constrained individual looking for accessible healthcare	schedule medical appointments seamlessly and without hassle	current systems don't support a smooth user experience	clinics relying on outdated & inefficient booking processes	agitated, overlooked, and stressed about the delay

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

Customer Problem Statements:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	an office-going individual with limited free time	schedule a medical consultation without delays or excessive back-and-forth communication	most healthcare providers lack instant online scheduling or visible time slots	their appointment systems are either not digital or poorly integrated	worried and irritated about the delay in getting necessary treatment
PS-2	a primary care doctor operating a private practice	organize appointment slots and reduce last-minute cancellations	the current setup is either fully manual or not aligned with my clinic's operations	I don't have the budget or expertise to use high-end healthcare software	overwhelmed and financially strained even though my clinic stays busy
PS-3	A tech-savvy urban patient	book a specialist visit through a seamless digital interface	Many clinics don't show real-time doctor availability or offer instant confirmations	they rely on outdated tools or disconnected systems	disappointed and unsure if I'll get timely care when I need it most