1. Solution Ideation: Crazy 8s (Expanded)

Problem: Booking an appointment in a hospital app is often time-consuming, confusing, or lacks personalization.

Method Used: *Crazy 8s* – generate 8 distinct ideas in 8 minutes.

Detailed Low-Fidelity Ideas:

1. **Quick Access Home Screen**

   o   Home screen has prominent "Book Appointment" button.

   o   Visual specialty icons (pediatrics, orthopedics, ENT).

   o   Rationale: Reduces cognitive load for all users, especially elderly.

2. **AI Chat Assistant for Booking**

   o   User chats with a bot: "I have chest pain."

   o   Assistant asks follow-up questions → recommends cardiologist.

   o   Rationale: Helps first-time users and those unsure about departments.

3. **Calendar First Interface**

   o   User sees available time slots first.

   o   Selects a time → app filters doctors available then.

   o   Rationale: Prioritizes time-constrained users.

4. **Symptom Input Flow**

   o   User enters symptoms → app maps to possible conditions/doctors.

   o   Rationale: Useful for users with no medical knowledge.

5. **Doctor Cards with Availability**

   o   Card-style list of doctors showing image, rating, next available time.

   o   Filter by ratings, gender, languages spoken.

   o   Rationale: Encourages informed selection and trust.

6. **Voice-Based Booking**

- o "Book appointment with a dermatologist next Tuesday at 6 PM."
- o Speech-to-text converts to structured booking.
- o Rationale: Increases accessibility and convenience.

7. **Recurring Appointments**

- o Rebook with one tap based on previous history.
- o Automatic reminders based on recurring patterns.
- o Rationale: Saves time for patients with chronic conditions.

8. **Group/Family Booking**

- o Book back-to-back or simultaneous slots for multiple family members.
- o Rationale: Helpful for parents and caregivers.

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2. Creating User Stories (Expanded)

Each user story connects to a persona's pain point or goal.

Persona	User Story
Elderly patient (Rita)	As an elderly patient, I want to see my usual doctor easily, so that I avoid confusion.
Busy professional (Ravi)	As a working professional, I want to find evening slots, so that I can book outside work hours.
Parent (Meena)	As a parent, I want to book multiple appointments at once, so that I save time.
New user (Arjun)	As a new user, I want help identifying the right department, so that I don't waste time.
Chronic illness patient (Kiran)	As a frequent patient, I want to rebook appointments quickly, so that I avoid re-entering details.

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3. Creating Scenarios (Expanded)

Selected User Story:
As a working professional, I want to book appointments outside of work hours, so that I don't miss work.

Scenario Narrative:

Persona: Ravi, 34, software developer, lives in a metro city.
Emotional State: Stressed, time-conscious, needs fast resolution.
Environment: At his desk during lunch, noisy office.
Task: Book appointment with ENT specialist for the evening.

Step-by-Step Scenario:

- Ravi feels discomfort in his throat and wants to consult a doctor.

- He opens the hospital app during his lunch break.

- The app welcomes him with a "Quick Book" option.

- He taps it and enters "throat pain."

- The AI assistant suggests ENT specialists.

- He filters doctors available after 6 PM.

- He picks one with a 4.8 rating at 7 PM.

- He confirms with pre-filled details and gets a confirmation.

- Ravi feels relieved that he can focus on work and still get help.

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4. Flow Diagram (Task Flow for Booking Appointment)

Task: Booking an Appointment

Symbols Legend:

- **Oval**: Start/End

- **Rectangle**: Process/Step

- **Diamond**: Decision

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CopyEdit

[Start]

↓

[Open Hospital App]

↓

[Tap "Book Appointment"]

   ↓

{Is User Logged In?}

   ├— No → [Login/Register] → [Home]

   └— Yes ↓

[Choose Booking Method]

   ├— Search by Doctor

   ├— Search by Department

   └— Describe Symptoms

   ↓

[View Available Doctors]

   ↓

[Select Doctor]

   ↓

[Choose Date/Time Slot]

   ↓

[Confirm Patient Info]

   ↓

[Book Appointment]

   ↓

[Show Confirmation + Calendar Sync Option]

   ↓

[End]

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5. Information Architecture (Expanded)

Closed Card Sort Used: Based on user feedback, grouped features under intuitive labels.

Categories & Example Features:

- **Book Appointment**
  - Search Doctor
  - Search Department
  - Quick Rebook
  - Chat Assistant

- **My Appointments**
  - Upcoming
  - Past
  - Reschedule
  - Cancel

- **Medical Records**
  - Prescriptions
  - Test Reports
  - Discharge Summaries

- **User Profile**
  - Personal Info
  - Insurance Details
  - Language Preferences
  - Family Members

- **Support & Help**
  - FAQs
  - Live Chat
  - Emergency Numbers

Site Map (Indented Tree Format)

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CopyEdit

Home

├── Book Appointment

```
│   ├── By Doctor

│   ├── By Department

│   ├── By Symptoms

│   └── Quick Rebook

├── My Appointments

│   ├── Upcoming

│   ├── Past

│   ├── Reschedule

│   └── Cancel

├── Medical Records

│   ├── Prescriptions

│   ├── Lab Reports

│   └── Visit History

├── Profile & Settings

│   ├── Personal Info

│   ├── Insurance

│   └── Language Preferences

└── Help & Support

    ├── FAQs

    ├── Live Chat

    └── Emergency Contacts
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