Ideation Phase

Define the Problem Statements

Date	27 June 2025
Team ID	LTVIP2025TMID58589
Project Name	Docspot: Seamless Appointment Booking For Health
Maximum Marks	2 Marks

Customer Problem Statement Template

To define the core problems patients and healthcare providers face while interacting with online medical appointment platforms, and use those insights to guide the development of **DocSpot**.

A new resident seeking a local doctor	Unable to find doctors based on specialty and availability	Lack of up-to-date doctor profiles or availability	No real-time appointment confirmation	Worried about cancellations or long waiting times

Detailed Problem Statement (PS-1)

I am	I'm trying to	But	Because	Which makes me feel
a student or working professional moving to a new city	book a convenient appointment with a nearby doctor	available slots are either outdated or unavailable	most platforms don't sync with doctors' real-time schedules	frustrated, unsure, and anxious about care delays

Detailed Problem Statement (PS-2)

I am	I'm trying to	But	Because	Which makes me feel
a healthcare provider	manage appointments smoothly and reduce no-shows	no patient notifications or updates	platform lacks communication & rescheduling tools	disconnected and overwhelmed
a busy working professional	schedule a doctor visit during my free time	appointment slots don't match my availability	existing platforms don't offer smart time-matching or flexible filters	stressed, delayed in care, and likely to postpone visits