Project Title: Analytics For Hospitals' Health-Care Data   **Project Design Phase-I** - **Solution Fit**   **Team ID:** PNT2022TMID53545

1. CUSTOMER SEGMENT(S) `CS`

Who is your customer?

A people who was infected or need medical help is our customer.

6. CUSTOMER CONSTRAINTS `CC`

What constraints prevent your customers from taking action or limit their choices of solutions?

Spending time in waiting, fear of bill, availability of doctors or not.

5. AVAILABLE SOLUTIONS `AS`

Which solutions are available to the customers when they face the problem
or need to get the job done? What have they tried in the past? What pros & cons do these solutions have?

Pre-appointed schedule for both patient and doctor, Appointing their comfortable doctor with their profile and fee structure.

2. JOBS-TO-BE-DONE / PROBLEMS `J&P`

Which jobs-to-be-done (or problems) do you address for your customers?

Open to all, to book their appointment using website.

9. PROBLEM ROOT CAUSE `RC`

What is the real reason that this problem exists?
What is the back story behind the need to do this job?

Not having friendly conversation and care with patient. Waiting time for doctor gets patient antagonize.

Reason:
Receptionist may handle upto limited number of patients in a day but a machine don't have that limitation. So patient can register their appointment through the respective website.

7. BEHAVIOUR `BE`

What does your customer do to address the problem and get the job done?

Updating them that, Your appointment has x- time left, because the remainder through mails or texting.

I D E N T I F Y S T R O N G TR & EM

3. TRIGGERS

TR

What triggers customers to act?

Fear of fitness.

4. EMOTIONS: BEFORE / AFTER

EM

How do customers feel when they face a problem or a job and afterwards?

Before:
Patients feel hereafter they don't need to continue, lose faith, Feel insecure.
After:
Patients were satisfied by selecting their desired doctor and got well by quality treatment.

10. YOUR SOLUTION

SL

A Patient needs a way to analyze and choose a Doctor by their profile because of their experience and comfort.

8. CHANNELS of BEHAVIOUR   **CH**

8.1 ONLINE
What kind of actions do customers take online? Extract online channels from #7

Instead of interacting with a doctor in physical mode, Patient can consult the doctor in online mode in an emergency situation.

8.2 OFFLINE
What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.

In Spite of consulting the doctor in online mode, a patient can interact with the doctor would be more adequate.