

# Ideation Phase

## Empathy Map Canvas

Date	19 February 2026
Team ID	LTVIP2026TMIDS66927
Project Name	Docspot: seamless appointment booking for health
Maximum Marks	4 Marks

### 1. Says

- I wish booking a doctor didn't take so long.
- I need to know if the doctor is available before I take time off.
- Why can't I just book an appointment online like everything else?
- I hate waiting on hold or getting bounced around.

### 2. Thinks

- Will I find a doctor that fits my schedule?
- Is this platform secure for uploading my medical documents?
- What if my appointment gets cancelled last minute?
- I hope this doctor is trustworthy.

### 3. Does

- Searches online for clinic contact info
- Calls or walks in for appointments
- Tries booking on multiple platforms or apps
- Uploads prescriptions and tracks appointments manually

### 4. Feels

- Frustrated by delays or unclear appointment processes
- Anxious about last-minute rescheduling
- Relieved when booking is quick and confirmed
- More confident when the process feels transparent and secure

