# Ideation Phase
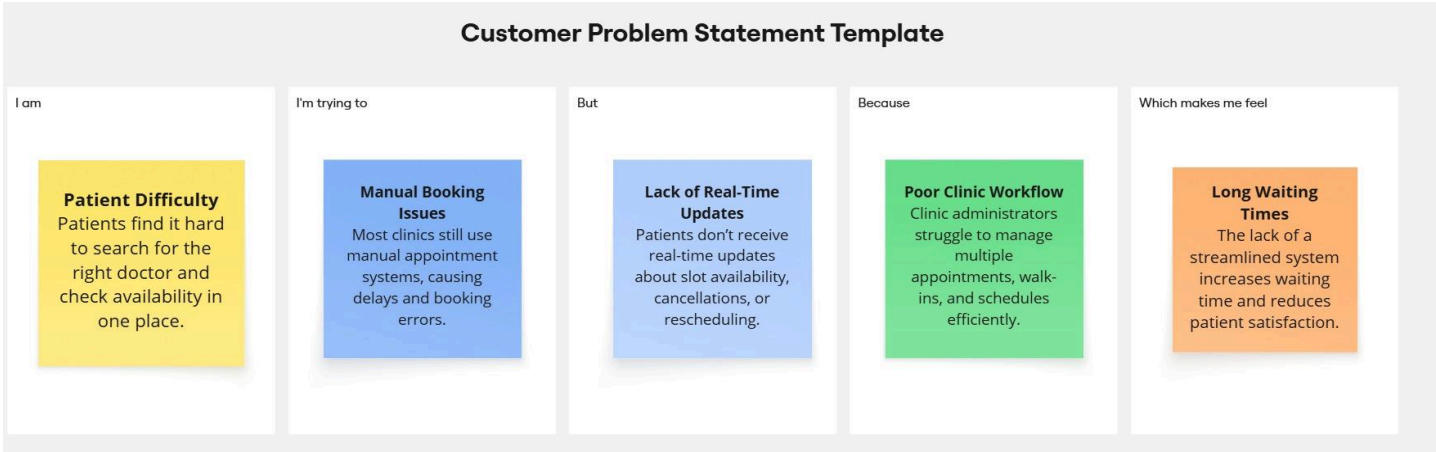## Define the Problem Statements

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|---|---|
| Date | 3 December 2025 |
| Team ID | |
| Project Name | Medifolio - Doctor Appointment Booking System |
| Maximum Marks | 2 Marks |

**Customer Problem Statement Template:**

Medifolio aims to address the difficulties patients face in accessing timely medical appointments. Many individuals struggle to find the right doctor, check availability, and book appointments without long delays. Clinics also face challenges managing patient records, schedules, and manual bookings. These issues lead to long waiting times, poor coordination, and reduced patient satisfaction. Medifolio seeks to provide a streamlined digital platform that simplifies appointment booking for patients and improves workflow efficiency for clinics.

## Customer Problem Statement Template

| I am | I'm trying to | But | Because | Which makes me feel |
|---|---|---|---|---|
| **Patient Difficulty** Patients find it hard to search for the right doctor and check availability in one place. | **Manual Booking Issues** Most clinics still use manual appointment systems, causing delays and booking errors. | **Lack of Real-Time Updates** Patients don't receive real-time updates about slot availability, cancellations, or rescheduling. | **Poor Clinic Workflow** Clinic administrators struggle to manage multiple appointments, walk-ins, and schedules efficiently. | **Long Waiting Times** The lack of a streamlined system increases waiting time and reduces patient satisfaction. |

| Problem Statement (PS) | I am (Customer) | I'm trying to | But | Because | Which makes me feel |
|---|---|---|---|---|---|
| PS-1 | A patient looking for a nearby doctor. | Book a medical appointment quickly and check doctor availability. | Most clinics still use manual booking, and online options are limited or unorganized. | There is no unified system to view doctors, schedules, and services in one place. | Frustrated and stressed, especially during urgent health needs. |

| PS-2 | A clinic administrator. | Manage patient bookings and doctor schedules efficiently. | Manual processes cause booking errors, double appointments, and miscommunication. | There is no automated platform to handle appointments, cancellations, or patient data. | Overloaded and unable to manage clinic flow smoothly. |
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