

Ideation Phase

Empathize & Discover

Date	21 June 2025
Team ID	LTVIP2025TMID48939
Project Name	Docspot: Seamless Appointment Booking For Health
Maximum Marks	4 Marks

Empathy Map Canvas:

User person: Ananya - University Student

Says:

"I'm trying to schedule a doctor appointment between classes and study session.

"The available slots don't match my routine."

"I often skip checkups because it's inconvenient."

Thinks:

"Will I find time without affecting my classes?"

"Why can't I just do this on one app?"

"I'm worried this will impact my health and grades."

Does:

Checks timing manually or asks peers for clinic details.

Pushes appointments to weekends or ignores symptoms.

Tries to track health visits mentally or in notes.

Feels:

- Checks timing manually or asks peers for clinic details.
- Pushes appointments to weekends or ignores symptoms.
- Tries to track health visits mentally or in notes.

Goals:

Discover reliable, budget-friendly healthcare near college.

Schedule checkups and follow-ups effortlessly.

Get timely reminders without needing extra apps.

Pain Points:

Lack of centralized healthcare info for students.

Appointments clash with class schedules.

No integrated reminders for medical visits.

Empathy Map- Ananya(University Student)

