**Ideation Phase**

**Define the Problem Statements**

| Date | 26-06-2025 |
| --- | --- |
| Team ID | LTVIP2025TMID58962 |
| Project Name | DocSpot: Seamless appointment Booking for Health |
| Maximum Marks | 2 Marks |

**Customer Problem Statement Template:**

To define the core problems freelancers face while searching for jobs online, and use those insights to guide the development of Freelance Finder. Reference:

I am:

A busy individual seeking convenient access to healthcare services.

I'm trying to:

Book a doctor’s appointment quickly and easily without calling clinics or waiting on hold.

But:

Most medical practices lack instant booking options and transparent availability.

Because:

Clinics often rely on manual systems or fragmented software not built for modern patient needs.

Which makes me feel:

Frustrated, neglected, and anxious about delays in care. Here is the information from the image converted into clear bullet points:

| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| --- | --- | --- | --- | --- | --- |
| PS-1 | a working professional with a tight schedule | book a doctor’s appointment quickly without phone calls or long wait times. | most clinics don’t have real-time booking systems or clear availability info | their systems are outdated or fragmented | frustrated and anxious about my health getting worse while waiting. |
| PS-2 | a general physician running a small clinic. | manage patient bookings efficiently and reduce no-shows. | my current tools are manual or not tailored to healthcare workflows. | I can’t afford or understand complex clinic management systems. | stressed and underpaid despite my busy schedule. |