1. Solution Ideation

Problem:

Booking a doctor's appointment through a hospital app can often be confusing, slow, or lacks essential features like real-time availability or easy specialist search.

Crazy 8s Exercise Output (Low-Fidelity Ideas)

(Quick sketches representing 8 different ideas – described here in text)

1. Search-first layout: A large search bar to find doctors by name, specialty, or symptoms.

2. AI chatbot assistant: A conversational interface that books appointments for the user.

3. Calendar-first layout: The user picks a date/time first, then sees available doctors.

4. Specialty icons grid: Users tap on icons like "Cardiologist" or "Dermatologist" to view options.

5. Urgency slider: A priority/urgency slider to show immediate vs. regular availability.

6. Voice input feature: Users book appointments via voice commands.

7. Map-based selection: A map showing nearby clinics/hospitals and doctor availability.

8. Repeat booking shortcut: Easily rebook previously visited doctors with one tap.

2. Creating User Stories

Using personas like:

- Anjali (35 y/o mother) – busy and needs to book for her child

- Ramesh (60 y/o retiree) – needs regular follow-ups

- Priya (28 y/o professional) – has tight schedules

User Stories:

1. As a busy mother, I want to quickly find paediatricians, so that I can book an appointment for my child without delays.

2. As a retired person, I want to rebook appointments with my regular doctor easily, so that my chronic health checkups remain on track.

3. As a working professional, I want to filter doctors by available times, so that I can book around my work schedule.

4. As a first-time user, I want to get guided assistance, so that I don't get confused with too many options.

5. As a traveling patient, I want to find nearby hospitals quickly, so that I can get medical help while away from home.

3. Creating Scenarios

Selected User Story:
As a working professional, I want to filter doctors by available times, so that I can book around my work schedule.

Narrative Scenario:

Priya, a 28-year-old software engineer in Bangalore, works from 9 AM to 6 PM. She's been experiencing recurring migraines and needs to see a neurologist. During a short coffee break, she opens the hospital app. Feeling rushed and a bit stressed due to deadlines, she taps the "Appointments" section. The app shows a timeline with filter options by time slots (before work, during lunch, after work). She selects "After 6 PM" and is shown three neurologists available nearby. She picks one and books the appointment within 2 minutes.
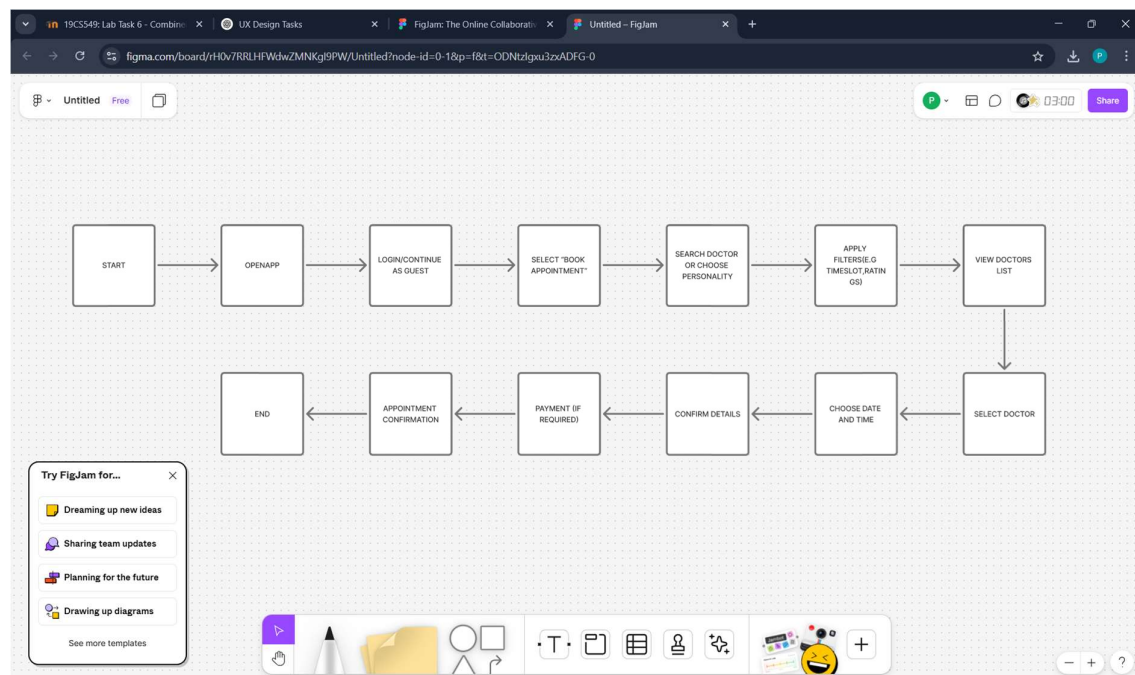
Emotional States: Rushed, focused, relieved
Tasks: Filter, select, book
Environment: Office, using mobile, short break

4. Flow Diagrams / Flow Mapping

Task Chosen: Booking a Doctor's Appointment

Task Flow Diagram:

5. Information Architecture (IA)

Example Chosen: University Website

Card Sorting (Closed Card Sorting) Categories:

1. Academics
   - Courses
   - Departments
   - Timetables

2. Admissions
   - Undergraduate
   - Postgraduate
   - International Students

3. Campus Life
   - Hostel Info
   - Events
   - Clubs

4. Support
   - Contact Us
   - FAQs
   - Student Services

5. Research
   - Publications
   - Labs
   - Collaborations

Site Map:

plaintext

Home
├── Academics
│   ├── Courses
│   ├── Departments

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|       └── Timetables
├── Admissions
|   ├── Undergraduate
|   ├── Postgraduate
|   └── International Students
├── Campus Life
|   ├── Hostel Info
|   ├── Events
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    ├── Contact Us
    ├── FAQs
    └── Student Services
```