Ideation Phase
Define the Problem Statements

Date	26-06-2025
Team ID	LTVIP2025TMID58998
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	most clinics don't have real-time booking systems or clear availability info	their systems are outdated or fragmented	frustrated and anxious about my health getting worse while waiting.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.