Project Design Phase

Problem-Solution for "Book A Doc"

Field	Details
Date	10 April 2025
Team ID	SWTID1743701170
Project Name	Book A Doc
Field	Details

Problem-Solution Fit Overview

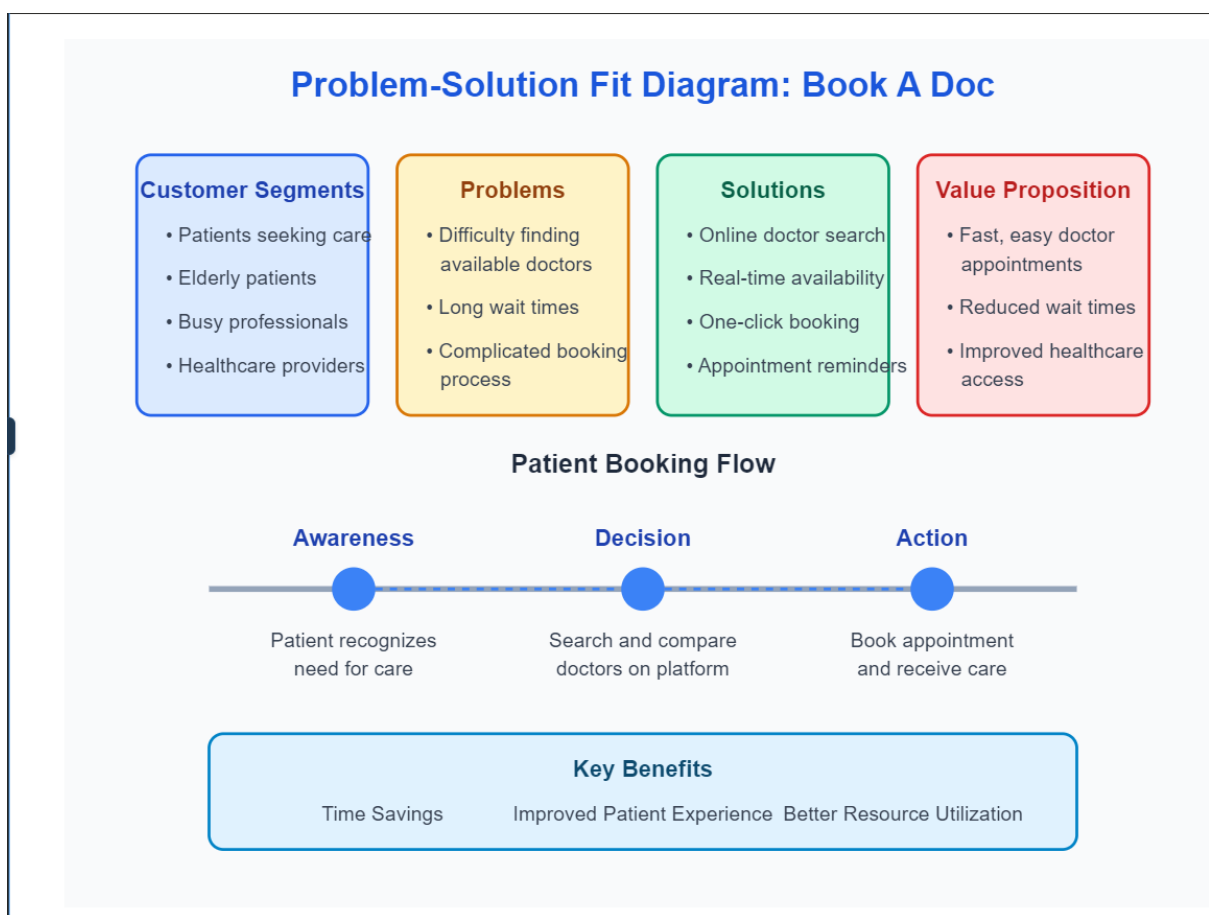| Aspect	Details
Purpose	To identify customer problems (Patients, Doctors, Admins) and demonstrate how "Book A Doc" solves them effectively.
Objective	Improve customer experience by addressing pain points with a tailored solution, enhancing adoption and trust.

Problem-Solution Fit Template

Section	Details
Customer Segment	Patients, Doctors, Hospital Admins
Problem	- Patients: Difficulty finding available doctors, managing appointments, and paying fees online. - Doctors: Time-consuming manual appointment tracking and earnings calculation. - Admins: Challenges in managing doctor schedules and approvals manually.
Existing Alternatives	- Patients: Phone calls, walk-ins, or third-party apps with limited features. - Doctors: Spreadsheets or paper records. - Admins: Email-based approval processes.
Solution	- Patients: Online platform with doctor search, booking, payment (Stripe), and dashboard management. - Doctors: Automated dashboard for appointments, earnings, and profile updates. - Admins: Centralized admin panel for appointment and doctor profile management.
Value Proposition	- Patients: Convenient, secure, and fast appointment booking with online payments. - Doctors: Real-time insights into schedules and earnings. - Admins: Efficient oversight and reduced administrative burden.

Section	Details
Channels	Website, email notifications, potential mobile app (future).
Customer Relationships	Personalized dashboards, email confirmations, 24/7 access, and responsive support.
Revenue Streams	Appointment fees paid via Stripe integration.
Key Metrics	- Number of bookings per day. - User retention rate. - Payment success rate.
Unfair Advantage	Customizable, scalable MERN stack solution with multi-level authentication.

References

Source	Purpose
https://www.ideahackers.network/problem-solution-fit-canvas/	Template and guidance

Source

Purpose

Additional insights