**Ideation Phase**

**Define the Problem Statements**

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| Date | 04 July 2024 |
| Team ID | SWTID1720010842 |
| Project Name | Book a Doctor |
| Maximum Marks | 3 Marks |

**Customer Problem Statement Template:**

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| --- | --- | --- | --- | --- | --- |
| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| PS-1 | An elderly person. | Get medical advice and assistance. | Mobility issues make visiting doctors difficult. | I need telemedicine options and home visit services. | Anxious about my health and dependent on others for help. |
| PS-2 | A patient with chronic illness. | Keep track of my ongoing treatments and medications. | It's hard to manage and remember everything. | I need a comprehensive health tracking tool. | Concerned about my health management. |
| PS-3 | A new resident in the city | Find and book an appointment with a local doctor. | I’m unfamiliar with the area and the doctors here. | I need reliable platform to discover and connect with local healthcare providers. | Unsure about finding trustworthy care. |
| PS-4 | Busy professional | Schedule appointments with a doctor efficiently. | I have hectic schedule and limited time. | I need flexible booking system that fits into my busy life. | Frustrated and stressed about managing my health needs. |
| PS-5 | A concerned Parent | Find reliable pediatricians for my child. | It’s challenging to find trusted recommendations. | I need access to reviewed pediatricians. | Worried about my child’s health and safety. |
| PS-6 | A frequent traveller | Access medical help while travelling. | Finding reliable doctors on the go is difficult. | I need a service that connects me with trusted doctors worldwide. | Anxious about health emergencies. |