

Ideation Phase

Define the Problem Statements

Date	18-07-2025
Team ID	LTVIP2025TMID50887
Project Name	Docspot
Maximum Marks	2 Marks

DocSpot - Customer Problem Statement Analysis

Ideation Phase

Define the Problem Statements

Customer Problem Statement Template

Objective: To define the core problems patients, healthcare providers, and administrators face in the current medical appointment booking ecosystem, and use those insights to guide the development of DocSpot.

Reference: <https://miro.com/templates/customer-problem-statement/>

Problem Statement Analysis

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calls or long wait times	most clinics don't have real-time booking systems or clear availability info	their systems are outdated or fragmented	frustrated and anxious about my health getting worse while waiting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
PS-3	an elderly	find and book	the online	I'm not tech-	helpless and

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-4	patient who needs regular medical care	appointments with specialists easily	systems are too complicated and I can't navigate them properly I have to call different clinics, remember various appointment times, and juggle schedules	savvy and these platforms aren't designed for seniors	dependent on others for basic healthcare needs
	a busy mother managing family healthcare	coordinate medical appointments for multiple family members		there's no unified system to manage family healthcare appointments	overwhelmed and worried I might miss important medical care for my family
PS-5	a specialist doctor (cardiologist, dermatologist, etc.)	attract new patients and showcase my expertise	patients can't easily find specialists or understand my qualifications	medical directories are outdated and don't highlight specializations effectively	undervalued and struggling to grow my practice despite years of expertise
PS-6	a clinic administrator managing multiple doctors	handle appointment scheduling, patient records, and billing efficiently	our current system requires multiple software tools and manual coordination	healthcare management systems are expensive and don't integrate well	burnt out from administrative overhead instead of focusing on patient care
PS-7	a patient with chronic illness requiring frequent consultations	access telemedicine and maintain continuity of care with my regular doctor	video consultation platforms are unreliable or not integrated with appointment systems	healthcare providers use different tools that don't work together	anxious about my treatment continuity and frustrated with technology barriers
PS-8	a rural patient with limited transportation	access quality healthcare without traveling long	most good doctors are in urban areas and don't offer	rural areas lack adequate healthcare infrastructure	isolated and concerned about receiving substandard

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
		distances	remote consultations	and telemedicine options	medical care
PS-9	a young adult managing my own healthcare for the first time	understand doctor ratings, specialties, and make informed healthcare decisions	medical information is complex and I don't know how to evaluate healthcare providers	I lack experience in navigating the healthcare system independently	confused and worried about making wrong healthcare choices
PS-10	a healthcare clinic receptionist	reduce phone call volume and manage bookings without constant interruptions	patients keep calling for appointments, changes, and availability queries	we don't have a self-service booking system that patients can use 24/7	overwhelmed by repetitive tasks and unable to focus on patient care when they arrive