**Ideation Phase**

**Define the Problem Statements**

**Date:**31 January 2025  
**Team ID:**  LTVIP2025TMID54470  
**Project Name:** DocSpot: Seamless Appointment Booking for Health  
**Maximum Marks :**2 Marks

**Customer Problem Statement Template**

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

**Problem Statement 1**

I am a working professional who often finds it challenging to schedule doctor appointments due to a tight and unpredictable schedule. I'm trying to book appointments efficiently without the need to make phone calls or physically visit clinics. But I frequently encounter delays, limited visibility into doctor availability, and inefficient manual systems. Because there is no centralized digital platform that provides real-time scheduling and availability of doctors. Which makes me feel anxious, frustrated, and discouraged from seeking timely medical care.

**Problem Statement 2**

I am a general physician managing a growing number of patients on a daily basis. I’m trying to maintain a consistent and well-organized appointment flow. But patients often miss appointments, reschedule at the last minute, or fail to share medical records on time. Because there is no automated system in place to streamline communications and manage bookings centrally. Which makes me feel overworked, disorganized, and concerned about the effectiveness of the care I provide.