

CASE STUDY

Medical app

Problem Statement

Patients often experience significant delays and frustration while taking physical medical appointments. The unavailability of real-time doctor schedules leads to uncertainty, causing long waiting times at hospitals and clinics. Many patients also struggle to maintain and organize their previous medical records, which becomes inconvenient during follow-up visits or when consulting new doctors. Additionally, patients often do not know which specialist they should visit based on their symptoms, resulting in unnecessary visits or incorrect appointments.

These issues create an inefficient and stressful healthcare experience that affects both patients and healthcare providers.

Solution

A medical app can solve these issues by showing real-time doctor schedules, allowing quick appointment booking, and reducing waiting times. It also safely stores previous medical records and lets patients enter symptoms to get the right doctor suggestion. This makes the entire treatment process faster, easier, and more organized for patients.

Team Member

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|----------------|--------------------|
| 1. Nuzhat Imam | 3. Mashrura Labiba |
| 2. Najma Begum | 4. Umme Salma Mumu |

Project Duration

Weeks / Hours

Tools used



Figma



MS word



Google form

User Research

Qualitative research

1. Why do patients struggle with physical appointments?

Answer: Because doctor schedules are unclear and waiting times are long.

2. What feature do patients want most in a medical app?

Answer: Real-time doctor availability.

3. What makes choosing the right doctor difficult?

Answer: Patients don't know which specialist matches their symptoms.

4. How do patients currently track health history?

Answer: Mostly using paper files, which are often disorganized.

5. What do users think about digital medical records?

Answer: They find them easier to store, access, and share.

6. What motivates patients to use a medical app?

Answer: Convenience and faster appointment booking.

7. What challenges do elderly users face with apps?

Answer: Difficulty navigating complex interfaces.

8. What do patients expect from a modern healthcare app?

Answer: Simple design, reliable information, and reduced hospital visits.

Quantitative research

