

## Ideation Phase

### Define the Problem Statements

Date	6 <sup>th</sup> February 2025
Team ID	SWUID20250152937
Project Name	DocySync
Maximum Marks	2 Marks

#### Customer Problem Statement Template:

Craft a problem statement that captures your customer's perspective. The Customer Problem Statement template helps center your focus on what truly matters, enabling the creation of experiences people genuinely value.

A clearly defined customer problem statement empowers you and your team to identify the best solutions for the obstacles your customer encounters. It also helps you build empathy throughout the process, giving you deeper insights into how customers view your product or service.

#### Problem Statement

Patients often struggle to find and book appointments with verified doctors efficiently, especially in underserved areas.

DirSync addresses this by providing a seamless, digital platform for appointment booking, doctor discovery, and schedule management.

#### Customer Problem Statements

##### Patient Perspective:

Problem Statement	I'm	I'm trying to	but	because	Which makes me feel
P S -1	A patient seeking medical care	Find and book appointments with appropriate doctors	I struggle to find available slots that match my schedule	Most clinics require phone calls during business hours and have	Frustrated and anxious about my health concerns

				limited online booking options	being delayed
P S - 2	A patient with a chronic condition	Keep track of my medical history and share it with new specialists	I have to repeatedly fill out the same information on paper forms	There's no centralized system for my medical records	Exhausted by repeating my medical history and worried about missing important details

### Doctor Perspective:

Problem Statement	I'm	I'm trying to	but	because	Which makes me feel
PS-1	A busy physician	Manage my appointment schedule efficiently	I spend too much time on administrative tasks	My clinic relies on manual scheduling processes	Overwhelmed and unable to focus on patient care
PS-2	A specialist doctor	Build a consistent patient base	I have unexpected gaps in my schedule due to last-minute cancellations	There's no efficient way to fill cancelled appointments quickly	Frustrated by the loss of productive time and potential income

### Key Features Based on Problem Statements

- 1. Easy Appointment Booking**
  - Online scheduling system with real-time availability
  - Filter doctors by specialty, location, and insurance acceptance
  - Quick appointment confirmation system
- 2. Patient Profile Management**
  - Centralized medical history storage
  - Secure sharing of records with authorized healthcare providers
  - Tracking and prescription history
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- 3. Doctor Schedule Optimization**
  - Automated scheduling and confirmation system
  - Waitlist management for cancelled appointments
  - Calendar synchronization options
- 4. Communication Tools**
  - Appointment reminders via SMS/email
  - Secure messaging between patients and providers
  - Pre-appointment questionnaires to optimize visit time

This ideation framework helps ensure to addresses real pain points experienced by both patients and doctors, creating value for all users of the platform.