Ideation Phase
Define the Problem Statements
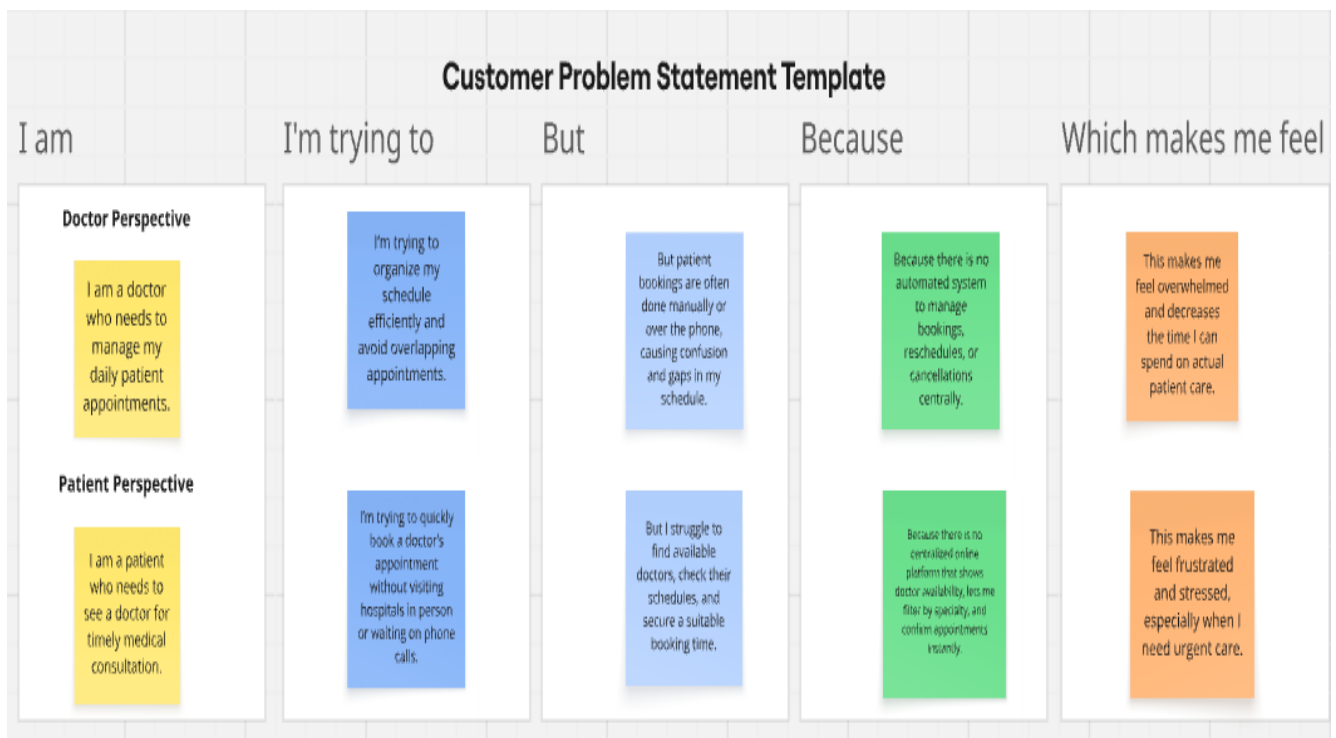
Date	31 January 2025
Team ID	LTVIP2026TMIDS56110
Project Name	DocSpot: Seamless Appointment Booking for Health
Maximum Marks	2 Marks

Customer Problem Statement Template:

In the ideation phase of the DocSpot project, the team focused on understanding the real challenges faced by patients and doctors in the current healthcare appointment system. Instead of directly jumping into solution development, we first identified and clearly defined the customer problems from different perspectives. This helped us empathize with users and design a solution that truly addresses their needs.

The primary users of the DocSpot platform are patients who require quick and easy access to medical consultation. Many patients face difficulties such as long waiting times, manual booking processes, lack of transparency in doctor availability, and confusion regarding appointment schedules. These issues create stress, especially during emergency situations.

Similarly, doctors and hospital administrators also experience challenges in managing appointments efficiently. Manual booking systems often result in scheduling conflicts, overcrowded waiting rooms, and missed appointments. Without a centralized digital system, it becomes difficult to track patient data and manage daily operations smoothly.

Customer Problem Statement Template

I am	I'm trying to	But	Because	Which makes me feel
Doctor Perspective I am a doctor who needs to manage my daily patient appointments.	I'm trying to organize my schedule efficiently and avoid overlapping appointments.	But patient bookings are often done manually or over the phone, causing confusion and gaps in my schedule.	Because there is no automated system to manage bookings, reschedules, or cancellations centrally.	This makes me feel overwhelmed and decreases the time I can spend on actual patient care.
Patient Perspective I am a patient who needs to see a doctor for timely medical consultation.	I'm trying to quickly book a doctor's appointment without visiting hospitals in person or waiting on phone calls.	But I struggle to find available doctors, check their schedules, and secure a suitable booking time.	Because there is no centralized online platform that shows doctor availability, lets me filter by specialty, and confirm appointments instantly.	This makes me feel frustrated and stressed, especially when I need urgent care.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a patient who needs medical consultation.	book an appointment with a suitable doctor quickly and easily.	I have to visit hospitals physically or call multiple clinics to check availability, which takes a lot of time and effort.	there is no centralized digital platform where I can view doctor details, availability, and book appointments instantly.	frustrated, stressed, and inconvenienced, especially during urgent medical situations.
PS-2	a doctor managing daily patient appointments.	organize my schedule efficiently and reduce overcrowding in the waiting area.	appointments are often booked manually, leading to scheduling conflicts, missed appointments, and long waiting times.	there is no proper digital system to manage bookings and patient records systematically.	overwhelmed and reduces the overall efficiency of my practice.
PS-3	a hospital administrator responsible for managing patient flow.	ensure smooth appointment scheduling and better service management.	manual systems create confusion, data mismanagement, and poor tracking of appointments.	there is no centralized, automated booking and management platform.	that operational efficiency and patient satisfaction are being negatively affected.