

Project Design Phase
Problem – Solution Fit Template

Date	15 February 2025
Team ID	LTVIP2026TMIDS88461
Project Name	DocSpot — Seamless Appointment Booking for Health
Maximum Marks	2 Marks

Problem – Solution Fit Template:

Definition

The Problem–Solution Fit means identifying a real and meaningful problem faced by your target customers and ensuring that the solution you design directly addresses and resolves that problem effectively.

For **DocSpot — Seamless Appointment Booking for Health**, this means understanding the challenges patients, doctors, and administrators face in managing appointments and building a centralized digital platform that eliminates inefficiencies, reduces manual effort, and improves healthcare coordination.

Problem–Solution Fit helps innovators, entrepreneurs, and product teams identify behavioral patterns, pain points, and decision triggers to design solutions that customers genuinely need and are willing to adopt.

Purpose

- ☐ **Solve complex healthcare coordination problems** in a way that aligns with the daily routines, behaviors, and constraints of patients and doctors.
- ☐ **Increase solution adoption faster** by integrating into existing digital habits such as mobile usage, email communication, online search, and automated notifications.
- ☐ **Sharpen communication and marketing strategy** by targeting real frustrations such as long booking times, missed appointments, and lack of transparency in doctor availability.
- ☐ **Increase touch-points with users** by solving frequent annoyances (manual booking, double scheduling, no reminders) and urgent issues (last-minute appointments, no-shows).
- ☐ **Understand the current healthcare booking ecosystem** (manual calls, spreadsheets, fragmented systems) and improve it through automation, transparency, and centralized management.
- ☐ **Build trust and reliability** by ensuring doctor credential verification, secure authentication, and transparent appointment workflows.

Application to DocSpot

DocSpot achieves Problem–Solution Fit by:

- Identifying pain points in manual appointment booking
- Providing real-time availability and slot validation
- Reducing no-shows through automated reminders
- Enabling secure role-based access for patients, doctors, and admins
- Offering analytics and monitoring tools for administrators
- Delivering a seamless end-to-end healthcare booking experience

Template:

PROBLEM – SOLUTION FIT CANVAS

Project: **DocSpot** – Seamless Appointment Booking for Health

Refine CS, J&P, TR	1. CUSTOMER SEGMENT(S) CS <ul style="list-style-type: none"> Working professionals aged 25–45 Patients managing chronic conditions Busy families needing quick doctor General practitioners and specialist doctors Healthcare platform administrators 	6. CUSTOMER CONSTRAINTS CC <ul style="list-style-type: none"> Limited time Busy schedules Lack of trust in unknown doctors Poor digital healthcare systems Manual administrative processes Data privacy concerns 	5. AVAILABLE SOLUTIONS AS <ul style="list-style-type: none"> Calling clinics manually Visiting hospital physically WhatsApp booking Google search + phone calls Paper appointment registers 	Explore AS, CH, BE, SL
	2. JOBS-TO-BE-DONE / PROBLEMS J&P <ul style="list-style-type: none"> Find qualified doctors quickly Check real-time availability Book appointments without calling clinics Avoid double bookings Reduce missed appointments Manage schedules efficiently Verify doctor credentials Monitor platform performance 	9. PROBLEM ROOT CAUSE RC <ul style="list-style-type: none"> Lack of centralized booking platform No automated scheduling system Fragmented healthcare communication No integrated verification workflow Limited analytics and monitoring tools 	PROBLEMS WITH EXISTING SOLUTIONS <ul style="list-style-type: none"> No real-time slot visibility Time-consuming High chance of double booking No centralized record No integrated verification workflow No reminder system 	
			7. BEHAVIOUR BE <ul style="list-style-type: none"> Patients: <ul style="list-style-type: none"> Use manual notebooks Using spreadsheets Depend on receptionist Confirm appointments via phone Track performance in Excel Search doctors online Compare reviews Set mobile reminders Call multiple clinics 	
	3. TRIGGERS TR <ul style="list-style-type: none"> Sudden health issue Doctor referral from friend/family Google search for "doctors near me" Missed appointment previously Long waiting time at clinics Need for urgent consultation Frustration with manual booking process 	10. YOUR SOLUTION SL <ul style="list-style-type: none"> Centralized doctor discovery platform Real-time appointment booking Automated slot-validation Email & SMS reminders 	8. CHANNELS OF BEHAVIOUR CH <ul style="list-style-type: none"> ONLINE: <ul style="list-style-type: none"> Google search Healthcare websites Social media OFFLINE: <ul style="list-style-type: none"> Phone calls Clinic visits Word-of-mouth referrals 	
		PROBLEM-SOLUTION FIT SUMMARY <ul style="list-style-type: none"> ✓ It reduces booking time from ~15 minutes to under 2 minutes ✓ It prevents double bookings in-between time slot validation ✓ It reduces show-ups with automated reminders ✓ It improves trust through doctor verification 		