**Ideation Phase**

**Define the Problem Statements**

|  |  |
| --- | --- |
|  |  |
| **Date** | 27 JUNE 2025 |
| **Team ID** | LTVIP2025TMID57021 |
| **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: The Patient Perspective**

* **I am** a tech-savvy individual with a busy schedule, concerned about a non-urgent health issue.
* **I'm trying to** find a reputable specialist nearby and book an appointment at a time that doesn't conflict with my work.
* **But** I have to call multiple clinics during their limited business hours, often being put on hold, just to find out their availability.
* **Because** most clinics don't have a centralized, real-time online booking system, forcing me to coordinate schedules manually over the phone.
* **Which makes me feel** frustrated and stressed, and makes me consider delaying my medical care due to the hassle.

**Problem Statement 2: The Healthcare Provider Perspective**

* **I am** a clinic administrator or a doctor managing a private practice.
* **I'm trying to** manage my appointment schedule efficiently, reduce patient no-shows, and minimize administrative overhead so I can focus on patient care.
* **But** my staff spends hours on the phone scheduling, rescheduling, and making reminder calls, which often leads to human error and double-bookings.
* **Because** our current system is manual and disconnected from the patients, offering no automated way for them to book or for us to manage the schedule seamlessly.
* **Which makes me feel** overwhelmed and inefficient, knowing that our practice is losing time and potential revenue to administrative bottlenecks.

**Summary Table**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Problem Statement (PS)** | **I am (Customer)** | **I'm trying to** | **But** | **Because** | **Which makes me feel** |
| **PS-1** | A busy patient | Book a convenient doctor's appointment online | I have to call multiple clinics and wait on hold | Their scheduling systems are outdated and not centralized | **Frustrated** |
| **PS-2** | A healthcare provider | Manage my clinic's schedule efficiently | My staff is tied up with manual phone bookings and reminders | Our system is manual and disconnected from patients | **Overwhelmed** |