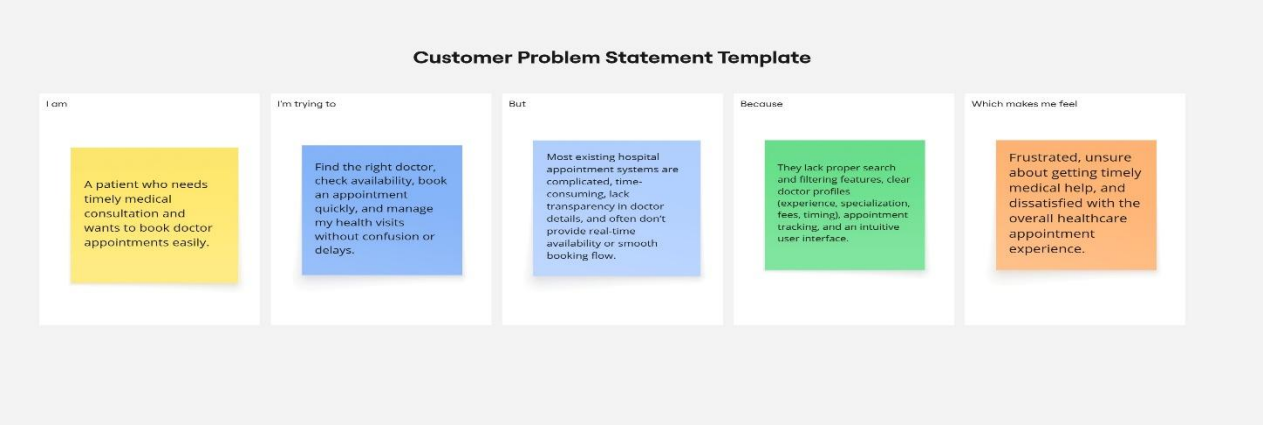
Ideation Phase
Define the Problem Statements

Date	23 December 2025
Team ID	
Project Name	MediCareBook – Doctor Appointment Booking
Maximum Marks	2 Marks

Customer Problem Statement Template:

To analyze and understand the challenges faced by patients in finding doctors, booking appointments, and managing their healthcare visits, and transform these insights into meaningful features for developing an efficient and user-friendly Online Doctor Appointment Booking System.



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A patient who regularly needs doctor consultations	Find the right doctor quickly and book an appointment easily	Current platforms make the process slow and confusing	Navigation is poor, information is unclear, and search options are limited	Frustrated, anxious, and less confident about getting timely medical help
PS-2	A doctor managing patient appointments online	Manage appointments efficiently, view patient details, and handle approvals smoothly	Existing systems are complex and time-consuming to use	They lack simple dashboards, automation support, and easy CRUD management tools	Overloaded, stressed, and unable to manage patients effectively