Define the Problem Statements – DocSpot

Date: 05 December 2025

Team ID:

Project Name: DocSpot – Doctor Appointment Booking System

PS	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A patient needing quick medical consultation	Book an appointment with the right doctor	Most clinics don't show real-time availability	Booking has to be done by phone or in person	Frustrated, confused, and stressed
PS-2	A working professional with a busy schedule	Manage appointments online	Existing systems are slow and outdated	They don't send reminders or allow rescheduling easily	Annoyed and disorganized
PS-3	A doctor who wants to manage daily bookings	View my appointments in one platform	Patient requests come from multiple channels	There is no centralized system	Overwhelmed and inefficient
PS-4	A clinic admin	Handle patient–doctor scheduling	Manual scheduling causes conflicts	There is no automated role-based system	Worried about errors & time wasted