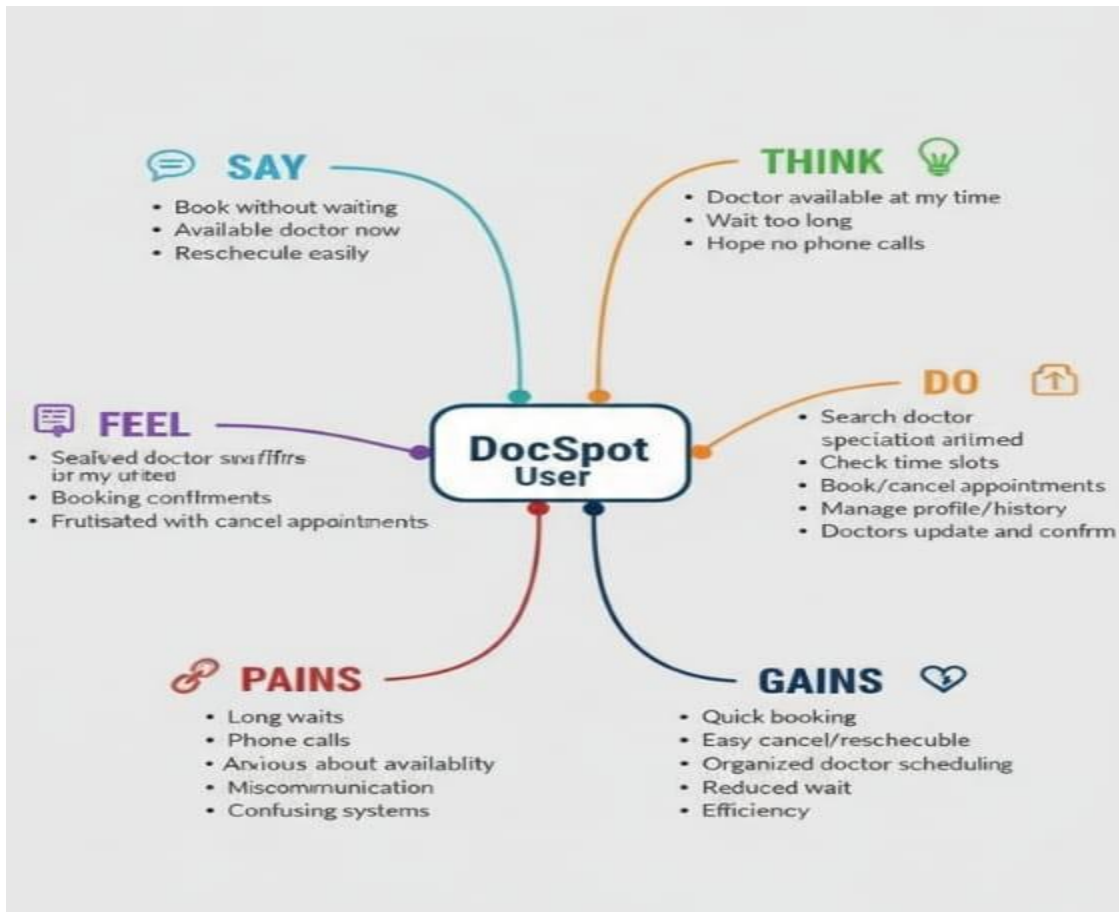


Empathy Map Canvas – DocSpot

Date: 05 December 2025

Project Name: DocSpot – Doctor Appointment Booking System



Empathy Map – Patients

SAY

- I can never get a doctor appointment on time.
- I want to see doctors based on specialty and reviews.
- Calling the clinic every time is tiring.

THINK

- Is this doctor trustworthy?

- Will the doctor be available when I reach?
- I need a quick way to compare doctors.

DO

- Search for doctors on Google.
- Call clinics manually.
- Visit hospitals without appointments.

FEEL

- Frustrated by waiting.
- Stressed choosing doctor.
- Unsure about availability.

Empathy Map – Doctors

SAY

- I want a simple system to manage my schedule.
- I get too many appointment calls.

THINK

- Can this system reduce my workload?
- Will patients show up on time?

DO

- Track appointments manually.
- Communicate through phone/WhatsApp.

FEEL

- Overloaded.
- Irritated with schedule conflicts.