

=Ideation Phase

Define the Problem Statements

Date	01 February 2026
Team ID	LTVIP2026TMIDS24613
Project Name	DocSpot: Seamless Appointment Booking for Health
Maximum Marks	2 Marks

Customer Problem Statement

- **Who is experiencing the problem?**

Patients seeking timely medical care and doctors managing consultations

- **What are they trying to accomplish?**

Patients often struggle to book doctor appointments conveniently. They face issues such as:

- Long waiting times at clinics.
- Difficulty in finding available doctors nearby.
- Lack of transparency in doctor availability and consultation fees.
- Missed or forgotten appointments due to poor reminders.
- Limited options for rescheduling or canceling appointments.

Doctors, on the other hand, face challenges like:

- Inefficient scheduling and overlapping appointments.
- Difficulty in managing patient records and histories.
- Missed opportunities to optimize consultation time.

- **Why does it matter?**

Healthcare is time-sensitive. Delays or inefficiencies in booking appointments can lead to:

- Scam listings or jobs with unclear expectations and poor compensation
- Missed opportunities for early diagnosis and treatment.
- Reduced trust in healthcare providers.
- Increased patient anxiety and dissatisfaction.
- Operational inefficiencies for doctors and clinics

- What does the customer need?

Patients need a **simple, reliable, and transparent way** to book, manage, and track doctor appointments. Doctors need a **streamlined scheduling system** that reduces administrative burden and improves patient care.

I am	Describe customer with 3-4 key characteristics - who are they?	A busy, full-time professional with limited flexibility during work hours who values time-efficiency and digital-first solutions.
I'm trying to	List their outcome or "job" the care about - what are they trying to achieve?	Schedule a specialist medical consultation that fits into my narrow window of availability without spending my entire lunch break on hold.
but	Describe what problems or barriers stand in the way - what bothers them most?	Most clinics require phone calls during their specific business hours, and I have no way to see real-time availability without speaking to a receptionist.
because	Enter the "root cause" of why the problem or barrier exists - what needs to be solved?	Current administrative systems are often manual and lack a customer-facing, synchronized calendar that allows for 24/7 self-service booking.
which makes me feel	Describe the emotions from the customer's point of view - how does it impact them emotionally?	Anxious about my health and frustrated that outdated logistics are becoming a barrier to receiving the care I need.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a working professional with a tight schedule	book a doctor's appointment quickly without phone calls or long wait times.	most clinics don't have real-time booking systems or clear availability info	their systems are outdated or fragmented	frustrated and anxious about my health getting worse while waiting.
PS-2	a general physician running a small clinic.	manage patient bookings efficiently and reduce no-shows.	my current tools are manual or not tailored to healthcare workflows.	I cannot afford or understand complex clinic management systems.	stressed and underpaid despite my busy schedule.