

Project Design Phase
Problem – Solution Fit

Date	29-11-2025
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Project Name	DocSpot
Maximum Marks	2 Marks

Problem – Solution Fit Overview:

The Problem–Solution Fit defines how DOCSPOT solves real user needs faced by both patients and doctors. It ensures the solution effectively addresses issues in existing appointment systems, builds value for users, and eliminates inefficiencies in healthcare scheduling.

Purpose:

- Provide a centralized, user-friendly platform for booking doctor appointments
- Reduce patient waiting time and clinic overcrowding
- Simplify doctor discovery using filters and search features
- Help doctors manage appointments and available time slots efficiently
- Improve communication between patients and healthcare professionals
- Reduce manual booking errors in hospitals and clinics

Problem Statement:

Patients face multiple challenges with the current appointment process:

- Difficulty finding the right doctor based on specialization and location
- Long waiting times due to manual scheduling
- Lack of transparency about doctor availability
- No proper reminders for appointments
- Miscommunication between front desk, patient, and doctor
- Difficulty tracking previous appointments or medical interactions

Doctors also face issues:

- Managing appointments manually
- Overlapping/duplicate bookings

- No systematic schedule management
- No digital system for patient reviews or feedback

Admins struggle with:

- Verifying doctors' authenticity
- Monitoring system performance
- Handling user issues manually

Solution:

DOCSPOT provides a complete digital doctor appointment platform with:

- User Authentication: Secure login for doctors and patients
- Doctor Discovery: Search doctors by specialization, location, fees, experience, rating
- Doctor Profile: Detailed, verified doctor information
- Appointment Booking: Real-time slot selection & confirmation
- Availability Management: Doctors can add/update/delete their schedule
- Notifications: Appointment confirmation and reminders
- Review & Rating System: Patients provide feedback for doctors
- Admin Dashboard: Manages doctor approvals, user issues, and system monitoring