

Ideation Phase
Define the Problem Statements

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| Date | 20 February 2026 |
| Team ID | LTVIP2026TMIDS35287 |
| Project Name | Docspot - Seamless Appointment Booking System |
| Maximum Marks | 2 Marks |

Customer Problem Statement Template

Project Name:

DocSpot – Seamless Appointment Booking System

Problem Statement (PS-1) – Patient Perspective

I am a patient seeking medical consultation.

I'm trying to book a doctor appointment quickly and manage my appointments easily.

But I experience long waiting times and difficulty in checking doctor availability.

Because hospitals rely on manual scheduling systems without real-time tracking.

Which makes me feel frustrated, stressed, and uncertain about receiving timely healthcare services.

Problem Statement (PS-2) – Doctor Perspective

I am a doctor managing multiple patient appointments daily.

I'm trying to organize my schedule and handle appointment requests efficiently.

But appointments overlap and communication with patients is not streamlined.

Because there is no centralized digital platform to manage availability and appointment approvals.

Which makes me feel overwhelmed and inefficient.

Problem Statement (PS-3) – Administrator Perspective

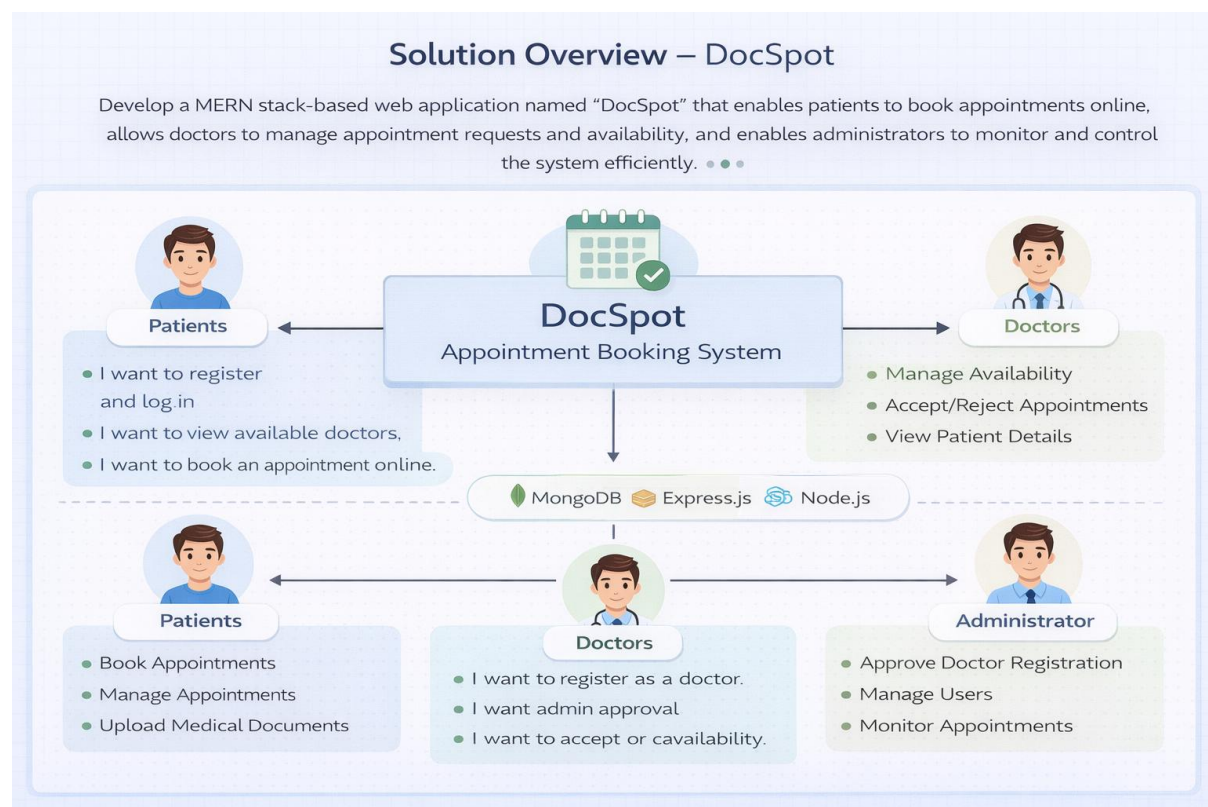
I am a hospital administrator.

I'm trying to monitor doctor registrations, manage users, and ensure smooth appointment workflow.

But manual systems make it difficult to track data and control scheduling.

Because there is no secure, role-based centralized system.

Which makes me feel concerned about inefficiency and data mismanagement.



| Problem Statement (PS) | I am (Customer) | I'm trying to | But | Because | Which makes me feel |
|------------------------|--|--|---|---|-------------------------|
| PS-1 | A patient seeking medical consultation | Book and manage doctor appointments easily | I face long waiting times and manual booking issues | There is no real-time appointment tracking system | Frustrated and stressed |

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|------|---|----------------------------------|---|---|-----------------------------|
| PS-2 | A doctor managing multiple patient appointments | Organize my schedule efficiently | Appointments overlap and communication is unclear | There is no centralized digital management system | Overwhelmed and inefficient |
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