

Problem Statement Template

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TEAM ID	LTVIP2025TMID30950
PROJECT NAME	DOCSPOT SEAMLESS APPOINTMENT BOOKING FOR HEALTH

Problem Statement

Problem Statement (PS)

I am (Customer)

I'm trying to (Goal/Objective)

But (Obstacle/Challenge)

Because (Reason for the obstacle)

Which makes me feel (Emotional impact)

Example Problem Statements

PS-1

I am a patient seeking to book an appointment with a healthcare provider.

I'm trying to find available time slots that fit my schedule.

But the current booking system is confusing and lacks real-time updates.

Because I often have to call the clinic to check availability, which is time-consuming.

Which makes me feel frustrated and anxious about my healthcare needs.



PS-2

I am a healthcare provider looking to manage my appointments efficiently.

I'm trying to reduce the number of missed appointments.

But patients often forget their appointments or do not receive reminders.

Because the system does not send automated notifications or reminders.

Which makes me feel overwhelmed and concerned about my practice's efficiency.

Additional Problem Statements

PS-3

I am a caregiver trying to schedule appointments for my elderly parent.

I'm trying to find a user-friendly platform that allows me to book

appointments easily.

But the existing platforms are not intuitive and require multiple steps.

Because I am not tech-savvy and need a straightforward process.

Which makes me feel stressed and worried about my parent's health management.

PS-4

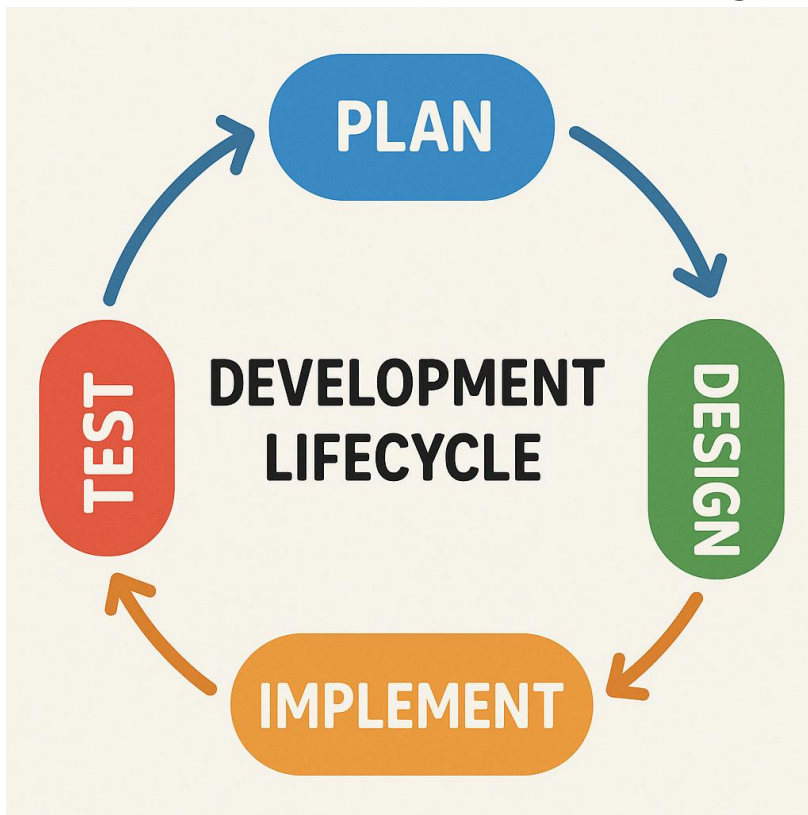
I am a patient who needs to consult multiple specialists.

I'm trying to coordinate appointments with different doctors.

But I struggle to keep track of various schedules and locations.

Because there is no centralized system to manage all my appointments.

Which makes me feel overwhelmed and disorganized.



Next Steps

1. Gather Feedback: Share these problem statements with your team and stakeholders to gather insights and additional perspectives.

2. Prioritize Issues: Identify which problems are most critical to address based on customer feedback and business goals.

3. Develop Solutions: Brainstorm potential solutions for each problem statement to enhance the user experience and improve the booking process.