Problem - Solution Fit for DocSpot Project

DATE	22JUN 2025
TEAM ID	LTVIP2025TMID30950
PROJECT NAME	DOCSPOT SEAMLESS APPOINTMENT BOOKING FOR HEALTH

Problem Identification

1. 1. **User Type**: Patients

Problem: Difficulty in finding and booking appointments with healthcare providers.

Details: Patients often struggle to navigate complex booking systems, leading to frustration and missed appointments.

2. 2. **User Type:** Healthcare Providers

Problem: High rate of missed appointments and inefficient scheduling.

Details: Providers face challenges in managing their schedules due to lack of automated reminders and real-time updates.

3. 3. **User Type**: Caregivers

Problem: Complicated booking processes for elderly or dependent patients.

Details: Caregivers need a straightforward and user-friendly platform to manage appointments on behalf of their loved ones.
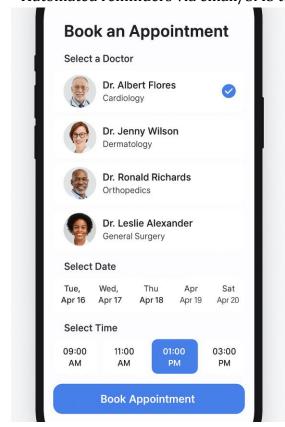
Proposed Solutions

4. 1. Solution for Patients

Solution: Develop a user-friendly online platform for appointment booking.

Features:

- • Intuitive interface for easy navigation.
- • Real-time availability of healthcare providers.

- • Automated reminders via email/SMS to reduce missed appointments.

5. **2. Solution for Healthcare Providers**

Solution: Implement a comprehensive scheduling system integrated with the booking platform.

Features:

- • Dashboard for managing appointments and patient interactions.
- • Automated notifications for upcoming appointments.
- • Analytics to track appointment trends and patient feedback.

6. **3. Solution for Caregivers**

Solution: Create a simplified booking process tailored for caregivers.

Features:

- • Option to book multiple appointments in one go.
- • Easy access to patient profiles and medical history.
- • Support for telehealth options for virtual consultations.

Benefits of the Solutions

- • Increased Efficiency: Streamlined booking process reduces time spent on scheduling.
- • Improved Patient Experience: Enhanced user experience leads to higher satisfaction and trust in the healthcare system.
- • Better Provider Management: Providers can manage their schedules more effectively, leading to reduced no-show rates and improved patient care.

Next Steps

- • User Testing: Conduct user testing sessions to validate the proposed solutions and gather feedback.
- • Iterate on Design: Refine the platform based on user feedback to ensure it meets the needs of all user types.
- • Launch and Monitor: Launch the platform and monitor its performance, making adjustments as necessary based on user engagement and feedback.