# Ideation Phase Empathize & Discover

Date	17 july 2025
Team ID	LTVIP2025TMID54894
Project Name	DocSpot: Seamless Appointment Booking for
	Health
Maximum Marks	4 Marks

### **Empathy Map Canvas:**

A student in a university/college hostel trying to manage healthcare needs through limited available resources.

#### **○** SAYS

- "I don't know which doctor to consult."
- "Booking appointments is always confusing and delayed."
- "I wish there was one platform for all my health concerns."

### **A** THINKS

- "Will this doctor be available at my convenient time?"
- "What if I forget the appointment date?"
- "Can I trust this system with my data?"

### **SEES**

- Posters of visiting doctors on hostel notice boards.
- WhatsApp group messages about health camps.
- Friends manually calling clinics to fix appointments.

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- "There was a long wait at the medical room."
- "The doctor was not available when I visited."
- "This platform worked better for online consultation."

#### **♥** FEELS

- Frustrated when unable to find a doctor in time.
- Anxious about health issues without timely advice.
- Curious and hopeful about digital health solutions.

### **DOES**

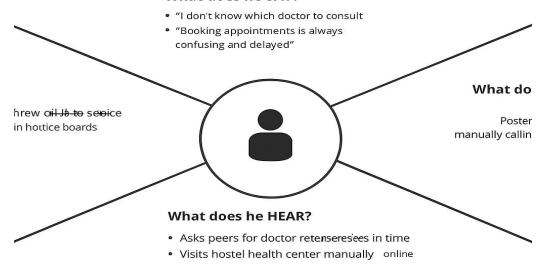
- Asks peers for doctor references.
- Visits hostel health center manually.
- Tries multiple apps or websites for online help.

### **Example:**

## **Empathy Map**

### College Student Saice

#### What does he SAY?



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