

Ideation Phase

Define the Problem Statements

Date	17 july 2025
Team ID	LTVIP2025TMID54894
Project Name	DocSpot: Seamless Appointment Booking for Health
Maximum Marks	2 Marks

Customer Problem Statement Template:

Who is experiencing the problem?

Patients seeking timely medical consultations, doctors looking to manage their appointments efficiently, and administrators overseeing medical operations in clinics and institutions.

What is the problem they are facing?

Patients often struggle to find and connect with verified doctors quickly, especially in urgent situations. Booking appointments is cumbersome, lacks transparency, and there's no streamlined way to track consultations or follow-ups. On the other side, doctors find it challenging to manage patient interactions, maintain schedules, and present their professional credentials effectively. Administrators also lack a unified system to oversee doctor approvals, monitor appointments, and handle platform activity efficiently.

Why is this a problem?

The lack of a centralized, digital solution leads to missed appointments, poor communication, low trust between patients and doctors, and inefficient workflows for healthcare institutions. This results in frustration, reduced healthcare access, and a poor experience for all stakeholders involved.

What do they need?

Patients need a reliable, user-friendly platform to view verified doctors, check availability, and book, cancel, or reschedule appointments. Doctors need an efficient dashboard to manage their profiles, appointments, and patient interactions. Admins need tools to manage user approvals and system activity securely. The solution must be secure, intuitive, and scalable.

I am	A patient, doctor, or admin trying to navigate and manage healthcare services effectively.
I'm trying to	Easily book, manage, or provide medical appointments and information.
but	I encounter delays, lack of verified information, and complex processes.
because	There is no centralized platform to streamline these tasks efficiently.
which makes me feel	Frustrated, anxious, and overwhelmed due to the inefficiencies and uncertainties in accessing healthcare.

Reference: <https://miro.com/templates/customer-problem-statement/>

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A college student with limited access to doctors	Book an appointment with a doctor easily online	There is no streamlined system for booking appointments in my campus	Manual processes or lack of centralized access delay appointments	Frustrated and neglected when my health concerns are not addressed on time
PS-2	A newly registered doctor wanting to build credibility	Create and manage my professional profile for students to view	There's no platform to present my specialization or experience	Most platforms don't allow easy profile visibility to patients	Underappreciated and disconnected from potential patients