

## 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.

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#### 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."

#### 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.

#### HEARS

- "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:

