**Ideation Phase**

**Empathize & Discover**

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| Date | 31 January 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."

**🧠 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.”

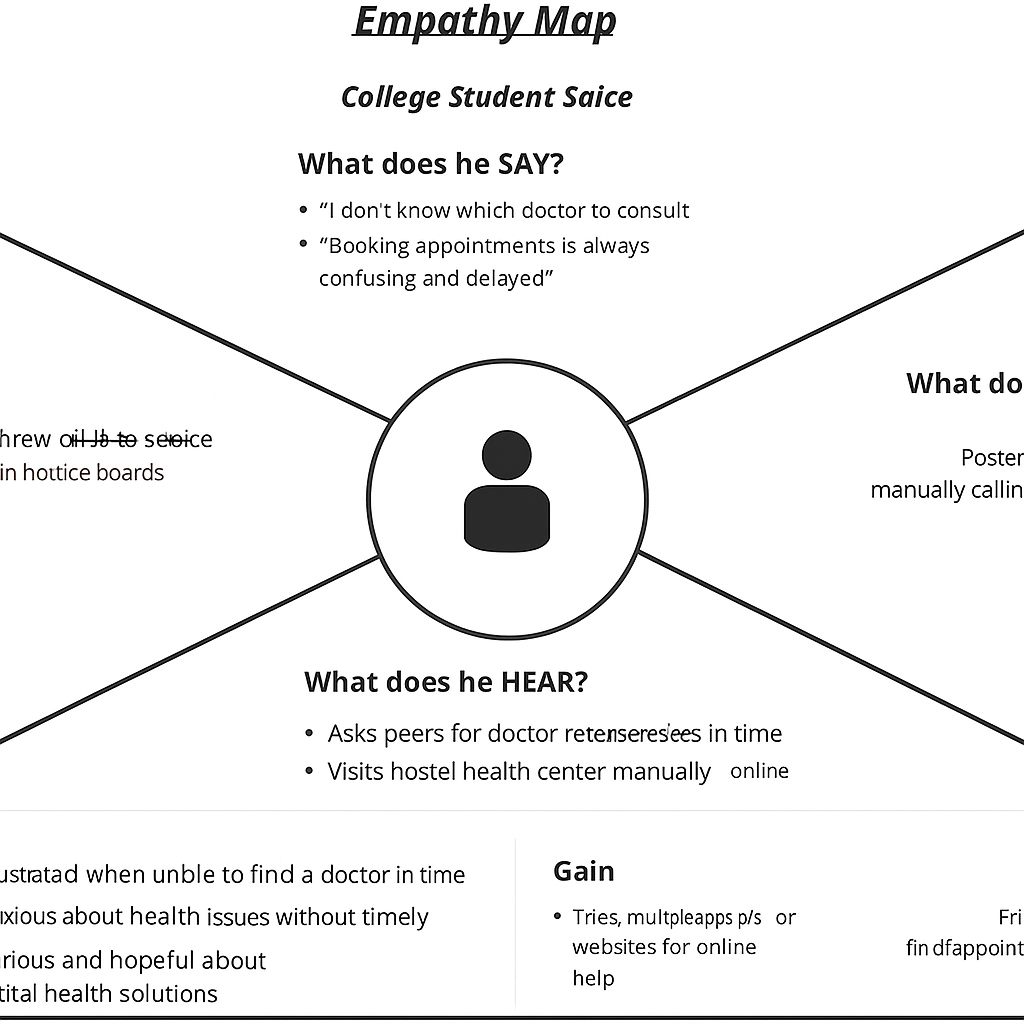
**❤️ FEELS**

* 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:**

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