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Sequential clinical scheduling with patient no-shows and general service time distributions

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Abstract

A sequential clinical scheduling method for patients with general service time distributions is developed in this paper. Patients call a medical clinic to request an appointment with their physician. During the call, the scheduler assigns the patient to an available slot in the physician's schedule. This is communicated to the patient

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provided along with discussions that provide insights into the practical aspects of the scheduling approach.

Keywords: Overbooking appointment scheduling patient no-shows outpatient clinics

Notes

- ^a t_i is appointment time for patient i .
- ^b μ and σ are the mean and standard deviation of service time.

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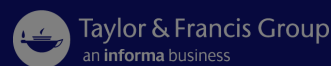
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