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

Santanu Chakraborty, Kumar Muthuraman & Mark Lawley Pages 354-366 | Received 01 Sep 2008, Accepted 01 Jun 2009, Published online: 26 Feb 2010

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which service times are gamma distributed is considered and it is shown that

computation is significantly reduced. Finally, exhaustive experimental results are 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

 $^{\rm a}$ t $_{\rm i}$ is appointment time for patient i.

 $^{b}\,\mu$ and σ are the mean and standard deviation of service time.

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