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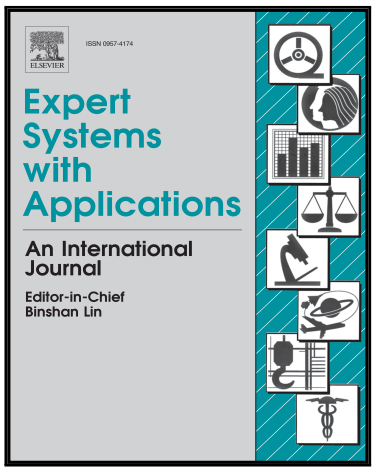

Optimizing Outpatient Appointment System using Machine Learning Algorithms and Scheduling Rules: A Prescriptive Analytics Framework

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Highlights

- Developed prescriptive analytics framework to schedule patients in real-time
- Used machine learning to classify patients based on their no-show risk
- Proposed scheduling rules by simultaneously considering multiple design decisions
- Results provide insights on patient sequencing and overbooking decisions
- Helps clinicians to move towards customized, patient-centered care

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