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Capacity Planning With Demand Uncertainty For Outpatient Clinics

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**Highlights**

- We develop capacity planning models for reentry systems with uncertain demands
- The models assures the minimum probability that all requests can be scheduled
- Established performance guidelines of appointment lead-times require to be abided
- Deterministic equivalent models are derived and examined with a real application
- The violation risk drives the resource requirement but not the arrival distribution

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