Healthcare Appointment No-Show Optimization Recommendations

1. Targeted SMS Reminders

Insight: Patients who received SMS reminders had significantly fewer no-shows.

Recommendation: Automate SMS reminders 2-3 days before the appointment. Prioritize young adults and weekday morning slots.

2. Reschedule High-Risk Patients

Insight: The model flags patients likely to miss appointments.

Recommendation: Proactively call or offer rescheduling options for predicted no-shows. Use the Power BI High-Risk Table.

3. Double-Booking Strategy

Insight: Afternoon slots often have higher no-show rates.

Recommendation: Slightly overbook during high no-show periods. Start with 10-15% and monitor impact.

4. Improve Scheduling Lead Time

Insight: Longer wait times increase the risk of no-shows.

Recommendation: Offer closer appointment dates when possible and send follow-ups.

5. Age-Specific Engagement

Insight: Young adults and middle-aged patients tend to miss more appointments.

Recommendation: Use SMS/email for young adults; phone calls or caregiver outreach for seniors.

6. Weather-Based Alerts

Insight: Bad weather may impact attendance.

Recommendation: Send alerts or offer rescheduling options on bad weather days. Keep virtual options ready.

7. Use Time Blocks to Optimize Staffing

Insight: Show-up patterns differ by time of day.

Recommendation: Adjust staff schedules based on peak show-up times.

Healthcare Appointment No-Show Optimization Recommendations

8. Track and Refine Over Time

Recommendation: Use Power BI to monitor no-show trends monthly. Retrain the prediction model periodically.

Bonus: Stakeholder Action Table

Problem	Recommendation	Owner	Urgency
High no-shows in 18-40	Personalized SMS reminders	Operations	High
Long wait time	Reduce `days_waiting`	Scheduling	Medium
Weather impact	Enable flexible rescheduling	Admin	Medium
Afternoon gaps	Implement smart double-booking	Doctors/Staff	High