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A Stochastic Programming Model for Outpatient Appointment Scheduling Considering Unpunctuality

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Highlights

- This paper addresses the outpatient scheduling problem considering unpunctuality (OS-U) by developing a stochastic programming model;
- The model is solved by using Benders decomposition combined with the sample average approximation (BD-SAA) technique to determine the global optimal schedule;
- Considering unpunctuality, the set of optimal appointment intervals still takes the shape of dome;
- The no-show probability has a greater influence on system performances in an OS-U system than those in an outpatient scheduling problem with strict-punctuality (OS-P system).

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