

Turning No-Shows into Show-Ups: How AI Revamped Patient Attendance

Predictive modeling transformed patient adherence and operational efficiency

The client is a leading eye care provider with over 500 vision care centers across the United States, offering comprehensive eye exams and treatments. They faced rising patient no-show rates that disrupted scheduling, reduced staff efficiency, and impacted patient care continuity. The client sought a data-driven approach to improve appointment adherence and optimize operations.

Challenges

The provider’s predictive model lacked accuracy, limiting proactive interventions and operational efficiency.

24% of confirmed and unconfirmed appointments resulted in patient absences

The existing model failed to exceed 60% accuracy in forecasting patient attendance

Without an AI-powered platform, patient behavior remained unanalyzed, and prediction accuracy fell short of 70%

Solution

Partnering with Xoriant, the client leveraged AI to accurately predict no-shows, refine key behavioral insights, and implement proactive outreach—improving scheduling efficiency and patient adherence.



Predicted

No-shows with precision. Machine learning uncovered patterns in patient behavior and flagged risks early



Enabled

Sharper insights with better accuracy. Fine-tuned key data points like attendance history, demographics, and engagement trends



Ensured

Advanced risk detection with AI-driven decisioning that pinpointed high-risk no-shows before they happened



Developed

Proactive patient outreach through smart reminders and rescheduling nudged patients toward better adherence

Business Value

80%

prediction accuracy

sharpened forecasting to anticipate no-shows with high precision

20%

gain in doctor productivity

minimized appointment gaps through AI-powered interventions

Stronger

Stronger patient engagement

with last minute appointment availability and reduced wait time for appointments

Technology Stack

Azure Machine Learning Workspace | Microsoft Azure Blob Storage | Pandas | NumPy | Python |

Xoriant provides advanced technology solutions and software development services for global banks, software product companies and F500 market leaders. Based in the U.S. with 18 global offices and 5000+ engineering professionals, Xoriant demonstrates exceptional experience in banking and finance infrastructure modernization and cloud migration. We deliver expert digital engineering, as well as offsite and offshore services, across high tech, healthcare, pharma, industrial manufacturing, telecom, and automotive sectors. Customers credit technological innovation and delivery excellence for our shared success over three decades.