

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

*Predictive modeling transformed
patient adherence and operational efficiency*

A leading eye care provider struggled with high no-show rates, disrupting appointment scheduling and patient care.

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.

Predict No-Shows with Precision

Machine learning uncovered patterns in patient behavior and flagged risks early

Sharper Insights, Better Accuracy

Fine-tuned key data points like attendance history, demographics, and engagement trends

Advanced Risk Detection

AI-driven decisioning pinpointed high-risk no-shows before they happened

Proactive Patient Outreach

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 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

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