# Article information:

Managing capacity for virtual and office appointments in chronic care | SpringerLink  
<https://link.springer.com/article/10.1007/s10729-021-09546-4>

# Article summary:

1. The article discusses the operational problem of allocating capacity among different types of appointments, such as virtual and office appointments, in chronic care.

2. It shows how the expected number of patients at different appointments changes with respect to some of the model parameters.

3. It proposes efficient and practical solutions that would help clinics in their capacity allocation decisions.

# Article rating:

May be slightly imbalanced: The article presents the information in a generally reliable way, but there are minor points of consideration that could be explored further or claims that are not fully backed by appropriate evidence. Some perspectives may also be omitted, and you are encouraged to use the research topics section to explore the topic further.

# Article analysis:

The article is generally reliable and trustworthy, as it provides a comprehensive overview of the operational problem of allocating capacity among different types of appointments in chronic care. The article is well-researched and provides evidence for its claims, such as citing relevant studies and providing data on the expected number of patients at different appointments. Furthermore, it presents both sides equally by discussing both the benefits and challenges associated with virtual appointments.

However, there are some potential biases that should be noted. For example, the article does not explore counterarguments or consider possible risks associated with virtual appointments, such as privacy concerns or technical issues that may arise during online consultations. Additionally, while the article does provide evidence for its claims, it does not provide any evidence for its conclusion that virtual appointments can have equal importance to office appointments due to their lower costs. Finally, there is a lack of discussion on how clinics can effectively manage capacity for both virtual and office appointments simultaneously without sacrificing quality of care or patient outcomes.

# Topics for further research:

* Risks associated with virtual appointments
* Privacy concerns in virtual healthcare
* Managing capacity for virtual and office appointments
* Impact of virtual appointments on patient outcomes
* Cost-effectiveness of virtual appointments
* Technical issues in virtual healthcare consultations

# Report location:

<https://www.fullpicture.app/item/147ff7bd831a58624703d2c78fec9b48>