# Article information:

Multiserver Time Window Allowance Appointment Scheduling Problem for Coordinating Online and Offline Patients by Eleanor Shen, Na Li, Xiaoqing Xie :: SSRN  
<https://papers.ssrn.com/sol3/papers.cfm?abstract_id=4352121>

# Article summary:

1. This paper investigates a multiserver time window allowance appointment scheduling problem for coordinating online and offline patients.

2. The proposed model is formulated as a stochastic mixed-integer program and solved using a stabilized Benders decomposition algorithm.

3. Results indicate that the proposed solution performs better than previous solutions, and scheduling multiple servers jointly can be beneficial when there is significant heterogeneity between physicians for treating online and offline patients.

# 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 appears to be reliable in terms of its content, as it provides an in-depth analysis of the multiserver time window allowance appointment scheduling problem for coordinating online and offline patients. The authors provide a detailed description of the problem, formulate it as a stochastic mixed-integer program, and develop a stabilized Benders decomposition algorithm to solve it. Furthermore, they present numerical results which demonstrate that their proposed solution performs better than previous solutions.

However, there are some potential biases in the article which should be noted. For example, the authors do not explore any counterarguments or alternative solutions to the problem they are addressing. Additionally, they do not discuss any possible risks associated with their proposed solution or provide evidence for their claims made throughout the paper. Finally, while they present both sides of the argument equally in terms of discussing online and offline patients’ scheduling issues, they do not consider other factors such as cost or patient satisfaction when making their recommendations.

# Topics for further research:

* Cost-benefit analysis of appointment scheduling
* Patient satisfaction in appointment scheduling
* Alternative solutions to multiserver time window allowance scheduling
* Risks associated with online and offline patient scheduling
* Stochastic mixed-integer programming for appointment scheduling
* Benders decomposition algorithm for appointment scheduling

# Report location:

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