

"A man is  
great by  
deeds, not by  
birth"  
-Chanakya

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**Impact of resilient healthcare system on no-shows:  
A review of patient no-shows in pre and post-COVID scenarios**

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**Impact of resilient healthcare system on no-shows:  
A review of patient no-shows in pre and post-COVID scenarios**

**Abstract:**

The importance of resilience in healthcare was overlooked until the arrival of COVID-19, a stronger black swan event than previous events like Ebola. This made researchers and practitioners redefine healthcare systems, incorporating ways to mitigate unexpected shocks or catastrophic events. Patient no-shows are a major challenge to resilient healthcare systems as they cause underutilization of resources and higher costs, lowering effectiveness and efficiency. Predicting no-shows would help hospitals to plan and devise strategies to deal with them. With the onset of COVID-19, the dynamics of hospital appointments transitioned due to online consultation and a hybrid mode of consultation, questioning the relevance of traditional modeling methods. Though the online consultation mode has significantly reduced the number of no-shows, the numbers are still significant. Therefore, the study reviews various methods for modeling no-shows, from the early use of logit models to the current models for individualized prediction, like the Bayesian nested logit model, and their implications on resilient healthcare systems.

**Keywords:** No-shows, outpatient scheduling, hybrid OPD, resilient healthcare, telemedicine



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