

RESEARCH SEMINAR



April 14, 12:00pm - 1:00pm

ESB 189 & Zoom



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Scheduling Patients and Managing Complaints in a Cardiology Clinic: A Constraint Programming Approach

Abstract: Across the world, cardiovascular diseases (CVD) are among the leading causes of death. In Iran, approximately 46% of all reported deaths are estimated to be related to CVD. This presentation focuses on the patient scheduling practices of a private cardiology clinic in Tehran, Iran. Several complaints from the patients and staff members of the clinic are reviewed. The study shows that patients in the clinic are classified into six main groups; the steps each group must undergo in the clinic, as well as the time related to each operation, are measured. A constraint programming model is developed to schedule the patients and rectify the complaints. The computational results based on 30 days of actual clinic data reveal that the proposed model manages to significantly improve efficiency measures and is successful in resolving the causes of complaints. Furthermore, the developed constraint programming generates optimum solutions in a rather short period of time.

In-Person: Room 189 (Edwards)
Zoom: [register here](#)

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