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**Appointment Scheduling with
No-Shows and Advance Cancellations**

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Appointment no-shows and cancellations can be disruptive to clinic operations. Scheduling strategies such as overbooking or overtime slot assignments can assist with mitigating these disruptions. We propose a scheduling model that accounts for both no-show and advance cancellation rates. We provide generalized rules for scheduling over a multi-day horizon, in the presence of no-shows and cancellations, and address the conditions under which the structure of a multi-day schedule is affected by advance cancellations.