

Highland eHealth

How to use A.I. Predictive
Scheduling to Improve
Efficiency

2025

Overview:

Predictive Scheduling can be used to increase efficiency and improve workflow. Turn scheduling efficiency into a competitive advantage while advancing health equity.

Here's how:

Leverage Patient Data to Predict No-Shows

- Train algorithms on historical data to identify high-risk patients (e.g., those with ≥ 2 missed appointments in the past year).
- Flag at-risk cases for proactive interventions (e.g., reminder calls, transportation assistance)

Automate Follow-Ups for Chronic Disease Management

- Configure EHR systems to auto-schedule visits based on condition-specific guidelines (e.g., ADA's 3-month HbA1c checks).
- Sync with remote monitoring tools (e.g., glucose meters) to trigger follow-ups for abnormal readings.

Scale AI Solutions for High-Volume Telehealth Systems

- Use AI to categorize urgency (e.g., red flags for chest pain vs. routine medication refills).
- Allocate resources efficiently (e.g., reserve video slots for complex cases, use chatbots for FAQs).

Implement Hybrid Human-AI Workflows

- Combine AI predictions with staff insights (e.g., nurses flagging patients with literacy barriers).
- Use AI to generate follow-up recommendations, but empower providers to finalize schedules.