

EHS Footstep Insights — AI appointment no-show predictor in UAE primary health care

AI in the Public Sector · Good practice · United Arab Emirates

Quality score: 67/100

Evidence strength: Observational / pre–post

Summary

The UAE's Emirates Health Services deployed AI to predict appointment no-shows across all primary health centres in October 2022. No-show rates fell 51% (21%→10%), average wait time dropped 5.7 min (54→48.5 min), saving 387,000 patient-minutes in 3 months.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-06-21

[Emirates Health Services \(EHS\)](#) — accessed 2026-06-21

[JMIR Formative Research — Peer-reviewed study \(Jan 2025\)](#) — accessed 2026-06-21

[PubMed Central — Full text \(NIH indexed\)](#) — accessed 2026-06-21

[EHS AI Policy — Emirates Health Services](#) — accessed 2026-06-21

[Healthcare Finance News — AI helps Emirates Health Services](#) — accessed 2026-06-21

Cite this — Evidoria. *EHS Footstep Insights — AI appointment no-show predictor in UAE primary health care*. Persistent ID: 97b1f621-bdd3-4f03-8286-22560281f72a.