

**Table S1** Coefficient and significance of predictors in the model for Internal Medicine Department I

Feature	Coefficient	<i>t</i>	P>  <i>t</i>	Lower limit	Upper limit
Constant	-230.6402	-53.775	0	-239.047	-222.234
Registration week	27.0594	17.013	0	23.942	30.177
Registration time	61.6357	80.24	0	60.13	63.141
Registration day	-2.3413	-6.253	0	-3.075	-1.607
The number of patients in line ahead	40.7901	860.144	0	40.697	40.883
Patient gender, male	-113.3659	-28.922	0	-121.048	-105.683
Patient gender, female	-117.2743	-30.58	0	-124.791	-109.758
Payment method, medical insurance	-123.6747	-31.171	0	-131.451	-115.898
Payment method, self-pay	-106.9655	-26.336	0	-114.926	-99.005
Visit type, intraday	-25.8462	-4.83	0	-36.335	-15.358
Visit type, appointment	-204.794	-35.608	0	-216.067	-193.521
Turned miss, no	-225.2856	-47.689	0	-234.545	-216.026
Turned miss, yes	-5.3546	-1.24	0.215	-13.82	3.111

**Table S2** Coefficient and significance of predictors in the model for Internal Medicine Department II

Feature	Coefficient	<i>t</i>	P>  <i>t</i>	Lower limit	Upper limit
Constant	442.2115	23.398	0	405.167	479.256
Registration week	-97.2636	-13.267	0	-111.633	-82.894
Registration time	6.0641	1.264	0.206	-3.337	15.466
Registration day	-1.7085	-1.176	0.239	-4.555	1.138
The number of patients in line ahead	243.0529	184.727	0	240.474	245.632
Patient gender, male	237.1917	14.442	0	205	269.383
Patient gender, female	205.0198	12.949	0	173.985	236.055
Payment method, medical insurance	98.753	5.805	0	65.41	132.096
Payment method, self-pay	343.4585	19.685	0	309.26	377.657
Visit type, intraday	584.8047	29.729	0	546.247	623.362
Visit type, appointment	-142.5932	-8.742	0	-174.564	-110.622
Turned miss, no	160.3576	7.454	0	118.191	202.524
Turned miss, yes	281.8539	10.441	0	228.94	334.768
Department, endocrinology	229.2454	12.916	0	194.455	264.035
Department, pneumology	212.9662	12.938	0	180.703	245.229

**Table S3** Regression coefficient and significance of predictors in the model for Surgery Department I

Feature	Coefficient	<i>t</i>	P>  <i>t</i>	Lower limit	Upper limit
Constant	267.9023	27.828	0	249.033	286.772
Registration week	31.5194	8.332	0	24.105	38.934
Registration time	-20.7405	-9.556	0	-24.995	-16.486
Registration day	-3.8288	-4.436	0	-5.52	-2.137
The number of patients in line ahead	171.0756	273.777	0	169.851	172.3
Patient gender, male	117.7354	13.022	0	100.015	135.456
Patient gender, female	150.1669	16.968	0	132.821	167.513
Payment method, medical insurance	84.295	9.179	0	66.295	102.295
Payment method, self-pay	183.6074	20.523	0	166.072	201.143
Visit type, intraday	227.3864	21.995	0	207.123	247.65
Visit type, appointment	40.5159	4.504	0	22.886	58.146
Turned miss, no	126.6662	10.647	0	103.347	149.985
Turned miss, yes	141.2361	10.222	0	114.154	168.318
Department, general surgery	599.0419	56.592	0	578.294	619.789
Department, orthopedics	-331.1396	-32.578	0	-351.063	-311.217

**Table S4** Regression coefficient and significance of predictors in the model for Surgery Department II

Feature	Coefficient	<i>t</i>	P>  <i>t</i>	Lower limit	Upper limit
Constant	-150.71	-7.725	0	-188.952	-112.468
Registration week	110.4145	14.751	0	95.743	125.086
Registration time	94.4458	16.888	0	83.484	105.407
Registration day	-1.8643	-1.199	0.23	-4.912	1.183
The number of patients in line ahead	205.5732	224.004	0	203.774	207.372
Patient gender, male	-96.808	-5.746	0	-129.831	-63.785
Patient gender, female	-53.902	-3.296	0.001	-85.952	-21.852
Payment method, medical insurance	-182.7064	-9.561	0	-220.164	-145.249
Payment method, self-pay	31.9964	1.845	0.065	-1.995	65.988
Visit type, intraday	26.6591	1.475	0.14	-8.771	62.089
Visit type, appointment	-177.3692	-11.421	0	-207.808	-146.93
Turned miss, no	-122.6211	-5.28	0	-168.145	-77.097
Turned miss, yes	-28.089	-1.455	0.146	-65.935	9.757
Department, cardiothoracic surgery	142.5413	7.542	0	105.499	179.584
Department, otolaryngology	-293.2513	-14.689	0	-332.381	-254.122