Reviewer’s report

Title: How important is clinical decision support in the quality of telephone triage? A retrospective analysis of triage documentation

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Reviewer: Hiroki Mishina

Reviewer’s report:

Thank you for the opportunity to review “How important is clinical decision support in the quality of telephone triage? A retrospective analysis of triage documentation” for consideration for publication in BMC Medical Informatics & Decision Making. The manuscript describes effectiveness of Clinical Decision Support (CDS) in telephone triage.

The manuscript is well written.

I have a concern about the manuscript as currently written:

This study design included two cohorts; intervention group (CDS training with CDS tool) and control group (CDS training without CDS tool). Intervention assignment was not randomly. Telephone triage documents were reviewed before and after CDS training. It was not clear to me why authors did not review telephone triage documents before CDS training from nurses of control group, because I thought that difference between changes of outcome in two groups would show effectiveness of CDS tool. On page 12 and 13, the author wrote “There appeared to be no training effect from the extra training associated with CDS”. I thought authors should evaluate change of outcome after CDS training in control group to determine training effect.

Level of interest: An article of importance in its field

Quality of written English: Acceptable

Statistical review: No, the manuscript does not need to be seen by a statistician.

Declaration of competing interests:

I declare that I have no competing interests.