Reviewer's report

Title: Questionnaire survey about use of an online appointment booking system in one large tertiary public hospital outpatient service center in China

Version: 2 Date: 3 December 2013

Reviewer: SC Chen

Reviewer's report:

My questions and suggestions are listed as follows.

1. What is your research framework? Please construct it and demonstrate how to verify or evaluate it. In this paper, the authors only use descriptive data to discuss their research findings. It is dangerous to infer your managerial implications or doctors’ viewpoints without any casual relationships examinations. Please adopt some quantitative research methods and tools (e.g. multiple regression, structural equation model, or partial least squares) to verify or evaluate your research framework and research hypotheses.

2. Please state and describe more clearly and deeply about the current situation of online appointment in China.

3. Conclusion is too short. Please show the future research directions and research limitations.

4. The reference is out-of-date. Please update and add 5~8 new and qualified studies for your paper. Besides, update references by adding 2 more recent citations in 2009-2013 from leading journals such as BMC.

Level of interest: An article of limited interest

Quality of written English: Needs some language corrections before being published

Statistical review: Yes, but I do not feel adequately qualified to assess the statistics.