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

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Reviewer: Joshua Vest

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The authors provided revision to their study on web-based appointment systems. The introduction is much clearer and much easier to read. It helps frame the situation better.

There are only a couple of revisions that would make the paper stronger.

Major
People who leave before seeing the doctor is a potential bias. In the response letter the authors note this is a rare occurrence. Even if that is the case, it needs to be acknowledged as a potential limitation and then they can dismiss it as not a major concern.

Second, the use of random and sample are still problematic. Did the authors instruct the data collection staff to take every 5th patient? To take the current patient every 10 minutes? How was it done? It was just up the data collector to pick a person to ask, that is not random. There needs to be a better description of how the individual patients were selected for inclusion.

Minor essential

Page 7. Results - Levels of satisfaction... The sentence "s laboratory tests and ultrasound examinations can often provide instant results in China, most patients choose to have these tests immediately after their consultation" is a strange sentence. I think the idea that these are faster diagnostic tests than other types of procedures / exams may be what the authors are getting at. However as written it sounds like an ultrasound in China is some how different than in another part of the world.

Page 11 & 12. The formatting hides any paragraphing in this section. This looks like a very long block of text. If it is not subdivided into paragraphs, it should be.

Page 13. no p values in the discussion.

Discretionary

In the introduction, the phrase "best doctors" could maybe be toned down. Is it most advanced, highest regarded, most respected, or public persecution is that the best, or something to that effect. Only a suggestion to think about that term.
Level of interest: An article of limited interest

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

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'