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: 3 Date: 15 March 2014

Reviewer: Shih-Chih Chen

Reviewer's report:

I have no special comments. This paper is qualified after two revision processes. I think this study is limited when they began to design their research processes.

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:

Dear Editor of BMC Medical Informatics and Decision Making,

I am glad to have this opportunity to review this paper from BMC Medical Informatics and Decision Making. After the second round of revision, I think some comments from me and other reviewers have found similar disadvantages like statistical mistakes or lack of some control variables. This study will have the congenital limitations when they designed their research method and framework. Besides, this study is more like a "technical report" rather than "research paper". They only did a descriptive analysis because this study is lack of a clear and meticulous literature review and operational definitions. So, I suggest you can give a comment for authors to submit this paper another journal. However, the findings of this paper is adequate to understand the current situation of China's public hospital outpatient service center.