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: 4
Date: 13 April 2014

Reviewer: Joshua Vest

Reviewer’s report:

The authors have addressed many of my concerns.

MAJOR COMPULSORY REVISIONS

The one issue still not fully addressed is the use of the word “random” to describe the sample. The assisted interview description is helpful, but does not address the actual sampling method. Please specifically state what was the sampling method using language like:

A) We instructed interviewers to ask every Xth patient to participate.

B) We instructed interviewers to ask the interview the current patient every X minutes.

C) Using a random number generator, we randomly selected X of the Y appointments each day for interviewing.

D) We randomly assigned interviewers to providers & days with the instructions to interview all patients...

If the authors cannot make a sentence like the above, but instead, have to say something like “We asked interviews to approach patients for participation” then it cannot be a random sample. It can be an ok sample, but you will have to drop the word random. If the choice of who and when to interview was left to the interviewers the sample can never be random.

Level of interest: An article of limited interest

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’