Reviewer's report

Title: Pilot Study of an Interactive Voice Response System to Improve Medication Refill Compliance

Version: 1 Date: 7 August 2008

Reviewer: Christian Dolder

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Major Compulsory Revisions

1) Background: Please provide more detail regarding any studies that compare the effectiveness of refill reminder systems using methods other than automated responses (i.e., real person vs. computer).

2) Page 13, Comparisons of patients who found IVR helpful vs. those who did not: Please provide more details in this section of the manuscript. This area is very important in light of the widespread dislike of the IVR system. Help readers understand for whom the IVR system might be acceptable and/or useful.

3) Discussion: Please provide more recommendations on how to modify the IVR system, in ways other than improving the technology itself. For instance, many patients seemed confused about the adherence intervention itself when they received their first call. Are there ways to target more appropriate subsets of patients? Are there methods to efficiently combine human and computer efforts to improve medication adherence that are also more widely accepted by patients?

4) Discussion (page 15) and Figure: The authors clearly describe the high drop out rates and large number of patients who chose not to participate in the study. How did having such a small, self-selected sample likely affect your results?

Level of interest: An article whose findings are important to those with closely related research interests

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