Reviewer's report

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

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Reviewer: Michael D Murray

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The manuscript provides important descriptive data from a pilot study to determine the effect of IVR on medication adherence in a predominantly older adult population of patients at Quebec. The IVR could remind participants to take their pills, obtain prescription refills, or both. Automated methods for improving adherence would be especially valuable owing to the growing numbers of patients using multiple drugs in both Western and Eastern societies.

The results describe a variety of pitfalls in the IVR technology that limited the number of participants for comprehensive assessment. However, there are a number of important lessons contain in the qualitative results, which could be helpful to other investigators considering similar methods to improve adherence to chronically administered medications.

Major Revisions:

It would be helpful to learn a bit more about inclusion and exclusion criteria used such as age and minimum number of medications to qualify for the study, and whether patients' physicians approved their participation. Was post-study feedback sought from the primary care physicians of the small numbers of participants completing the study? It would be helpful to learn what these physicians thought of this program as well. What sort of feedback or explanation of faults was provided by the major IVR vendor?

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.