Author's response to reviews

Title: An e-health driven laboratory information system to support HIV treatment in Peru: E-quity for laboratory personnel, health providers and people living with HIV/AIDS

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We are including our response to Dr. Beck’s second round of comments below.

"The public health system" does not have 'needs'. It is the people who use and run the systems who have needs!
We understand that we are anthropomorphizing the system in our statement. However, we feel that it is appropriate given that the system is, as Dr. Beck says, made up of the system users. We defer to our comment in our previous response:
In the opinion of the authors, the public health laboratory system is made up of the people who work in laboratories and those who provide and use health services. Therefore, a needs assessment of the system consists of assessing the processes that involve these three types of system users. That is the type of assessment that was used to generate NETLAB, as described in the first paragraph of the Methods, on page 4.

p3 ‘...living with HIV’, not 'HIV/AIDS'
We have now changed this to read solely “living with HIV.”

p7: access to results to users not just a 'human right' but hope that through engaging users of services in their own treatment and care, they can become more adherent to treatment.
Thank you for this suggestion. We have now added an additional sentence to the text, on pages 7-8:
Additionally, access to this information will further engage health service users in their own treatment and care and should also help them to become more adherent to treatment.

p9: "tests for diagnosing and monitoring HIV" not 'HIV/AIDS' - same on page 11. Suggest authors re-read UNAIDS language policy - HIV/AIDS not used only for very specific aspects.
We have read the UNAIDS language policy, as we mentioned in our previous comments. Regarding the term HIV/AIDS, the policy guidelines specifically state, and in bolded text: “Use the term that is most specific and appropriate in the context” (page 5). In our context, we feel that HIV/AIDS is most relevant when referring to monitoring tests (CD4 counts and viral loads) since NETLAB provides monitoring BOTH for people with HIV and for people with AIDS.

p12 reference is made to Eysenbach and 10 "e's" - as man readers may not know this suggest spelling these out - in a box? How does
Table 1 relates directly to Eysenbach criteria. The 10 “e’s” are described in the first full paragraph on page 12. We think that it is appropriate to include them directly in the text, versus in a box, since they require some further explanation that is more easily provided in paragraph form. To make the explanation clearer, we have numbered the “e’s” and bolded the “e” in each word.

Table 1 relates directly to the Eysenbach criteria, by demonstrating how the Peruvian laboratory system for HIV/AIDS has moved from the previous system (which met few of the criteria) toward the current NETLAB system (which strives to meet all criteria). We have now added a label in column 1 of Table 1 to specify that the characteristics described are based on the Eysenbach criteria.