Reviewer's report

**Title:** Public views on a wait time management initiative: a matter of communication

**Version:** 1  **Date:** 20 April 2010

**Reviewer:** Carol Ireson

**Reviewer's report:**

The presentation of the findings from a qualitative study of the public's view of the OWTS are of greatest interest to readers in countries with a national health system, but the findings can also be relevant to health systems that have long wait times and desire to improve their public image.

1. Discretionary Revisions- The manuscript would be enhanced by more detail in the background section of the prior evaluation of the OWTS and a discussion of the accountability for reasonableness framework used in that study and how it applies to this study's topic.

The methods used for the qualitative study are appropriate. Use of two sources of data, interviews and emails, support the reliability of the findings. The process for assuring validity of the findings could have been enhanced by a member checking technique, i.e., a focus group of participants. The findings and conclusions from this study could improve the OWTS and provide direction for other settings where wait time is a significant concern.

**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.