Reviewer's report

Title: Benefits and problems of electronic information exchange as perceived by health care professionals: an interview study

Version: 1 Date: 8 April 2011

Reviewer: Catherine M DesRoches

Reviewer's report:

This paper is generally well written and covers an important topic. However, much of the manuscript covers ground that has been covered many times before in the literature.

Major revisions

1. The methods section does not adequately describe how the sites and respondents were chosen.
2. The goal of the site selection process was to have one site that was fairly advanced in terms of technology and one that was not. The authors state that this goal was not achieved for the mental health sites but offer no explanation.
3. The authors should fully describe their process for analyzing the qualitative data.
4. The first half of the results covers ground that has been well covered in the literature. The most interesting results are in the second half where the authors focus on beliefs about the national system. I suggest significantly shortening the first section of the results and expanding the focus on the national system.
5. Page 17, last full paragraph - I'm not sure that your data support this point about "top-down". User perceive problems with the regional exchanges but they still participate in them. It is entirely possible you would have heard them saying similar things about the regional exchanges if this study had been done prior to their implementation.
6. The authors may want to focus more on the timeframe difference between the implementation of the regional and national systems. Their findings could be due to the fact that the clinicians have had time to get used to the idea of the regional exchange while the national exchange is still new.

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.