Reviewer’s report

Title: Service quality, trust, and patient satisfaction in interpersonal-based medical service encounters

Version: 2 Date: 27 April 2012

Reviewer: Minsoo Jung

Reviewer’s report:

This paper is methodologically very elaborate and presents interesting results. There are, however, parts that need to be supplemented in order to advance the paper’s argument. First, the method whereby patients were sampled could be explained in greater detail. The operational definitions of variables are also unclear in parts. Next, the significance of exogeneous variables could be examined further in the discussion section. Here, references that were published before 2000 should be replaced with more recent literature. Finally, discussing the characteristics of Taiwan’s health insurance or medical system a bit more may be helpful in analyzing the results.

Level of interest: An article of outstanding merit and interest in its field

Quality of written English: Needs some language corrections before being published

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.