Reviewer’s report

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

Version: 2 Date: 4 June 2012

Reviewer: Liebin Zhao

Reviewer’s report:

1#This is a service investigation study on service encounter in hospital by a questionnaire.

2#There are many problems in methods.

3#Why the study focused on service encounter? There are a lot of clinical departments in hospital, and we believe the service of these clinical departments will have more impact on service quality. Please do more observation on the comparison between different departments and different hospital which with or without the service encounter.

4#Please describe the number of outpatients in the seven medical centers everyday? The percentage of the study people is important. Are 285 valid patients representation in Taiwan?

5#It is necessary to do more analysis on the complexity of disease, and the waiting time in consultation in the patients.

Level of interest: An article of importance in its field

Quality of written English: Acceptable

Statistical review: Yes, but I do not feel adequately qualified to assess the statistics.

Declaration of competing interests:

I declare that I have no competing interests.