Author's response to reviews

Title: Hospital process orientation from an operations management perspective: development of a measurement tool and testing in three ophthalmic practices.

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Author's response to reviews:

Concerning: Manuscript revisions

Dear Ms Flory Mae Calumpita,

Thank you for your e-mail concerning a request for pre-review revisions. We have addressed your comments in the revised manuscript.

We would like to emphasize that in our research no human subjects (including human material or human data) were involved. Therefore, neither approval by an appropriate ethics committee nor informed consent from participants to participate in the study was obtained. We have added this ethics statement to the manuscript as a separate section after the Acknowledgements section. Additionally, in reaction to your comment on consent statement, we have added the following text to the Methods section: ‘Each of the participating hospitals assigned a contact person to our study. The contact person provided us with a list of potential participants. All of the participants approved their participation after being informed about the purpose of the study, research method and data processing and management’.

We hope that you will consider this manuscript for publication in BMC Health Services Research.

We look forward to hearing from you.

Yours sincerely,

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