Reviewer's report

Title: Quality Management: Reduction of Waiting Time and Efficiency Enhancement in an ENT-University Outpatients' Department

Version: 2 Date: 1 October 2008

Reviewer: Margus Lember

Reviewer's report:

The current paper describes a project of introducing a patient hotline for the ENT outpatient’s department.

Major compulsory revisions:

1. Although the aim of the intervention is described in the paper, the aim of the report is not clearly spelled out. This makes it impossible to understand what has been the research question in this paper. Therefore it is essential to clarify the aim of the paper.

2. The chapter of Methods is written untraditionally. The used subheadings are not used in a systematic way. The schematic telegram style is often used that is not appropriate for a research paper. Therefore the whole chapter should be rewritten.

3. The results are of course original. However, as there was no clear research question, it is not easy to assess whether the results correspond to the study question and whether all necessary is described here. It is important to keep the results relevant to what was the study question and what is described in Methods.

The same can be said on discussion.

As an alternative the authors could consider: I think what is reported is important as a piece of information or news on what has been done at this ENT outpatient’s department. This could be published as news or sharing of experience from this department.

Level of interest: An article of limited interest

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