Reviewer's report

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

Version: 2 Date: 7 October 2008

Reviewer: Cordula Wagner

Reviewer's report:

The article describes a small and quit specific improvement project (e.g. introducing a patient hotline to improve the planning of appointments of patients, but no scientific research.
The article is maybe of practical interest to care givers.
From a scientific point of view onde would expectdefinitions of key concepts, information about sampling and the measurement instrument. How many people have been asked for the opinion poll, what is the response.
I would expect that patients and care givers are more satisfied if a very experienced extra person can do the job that have been done before by the care givers themselves. what has happened in the organisation. the authors state that "her capacity is missed somewhere els in the clinic”.

Level of interest: An article of insufficient interest to warrant publication in a scientific/medical journal

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.