Reviewer’s report

Title: Assessment of Client Satisfaction on Emergency Department Services in Hawassa University Referral Hospital, Hawassa, Southern Ethiopia.

Version: 0 Date: 17 Jan 2017

Reviewer: Parveen Ali

Reviewer’s report:

Many thanks for submitting this manuscript which is well written. However, there are few points that authors need to address before it can be accepted for publication.

The authors mention that ‘there is no study on patient satisfaction related to emergency department health care service’. I think this is not correct as there are number of studies conducted on this area. The author may want to say that there was no study in the country or setting where this study was conducted but saying that there is no study on this topic is correct.

Need of the study and its significance can be more clearer.

Setting: Some details in the section on study setting is unnecessary and the authors may want to revise this.

The methods section is written in future tense and this needs to rectified as the manuscript is reporting study, so it should be written in the past tense

More detail about the questionnaire and its psychometric properties should be provided.

A description of the emergency department and associated services would have been useful to later understand the results about laboratory and pharmacy services etc.

The discussion section should have expanded on findings as to what it describes and what findings explain. Contextual information and explanation would have been useful.

Overall, the manuscript need to be thoroughly reviewed for readability, grammar and sentence structure appropriateness

Are the methods appropriate and well described?
If not, please specify what is required in your comments to the authors.

Yes

Does the work include the necessary controls?
If not, please specify which controls are required in your comments to the authors.
Unable to assess

**Are the conclusions drawn adequately supported by the data shown?**
If not, please explain in your comments to the authors.

No

**Are you able to assess any statistics in the manuscript or would you recommend an additional statistical review?**
If an additional statistical review is recommended, please specify what aspects require further assessment in your comments to the editors.

I recommend additional statistical review

**Quality of written English**
Please indicate the quality of language in the manuscript:

Needs some language corrections before being published

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