Reviewer’s report

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

Version: 0 Date: 27 Nov 2016

Reviewer: Yvonne C.M Jonk

Reviewer’s report:

Thank you for the opportunity to review this manuscript. The authors are addressing the level of satisfaction associated with patients' use of emergency services in a hospital located in southern Ethiopia.

General comments: It would be helpful to the reader if the authors could place the results of this study within the context of the socioeconomic and health status of the population in Ethiopia. For example, how does the sample population in Table 1 compare to the general population within the region served by the hospital? More specifically, how does the patient population utilizing emergency services compare to the hospitals' overall patient population within their service area, or to the countries' general population? This will help strengthen the overall policy implications of serving a given patient population that may or may not differ from the general population in terms of socioeconomic and health status, and help frame the level of satisfaction within the health care needs of the patient population. Could the lack of satisfaction with pharmacy services be related to the inability of patients' to either obtain needed medications because of a lack of supply, or is it due to how expensive the medications are and patients' inability to afford them? Are patients generally insured, and if so, is the drug formulary adequate to ensure access to needed medications?

The paper could use a thorough review of punctuation, capitalization, and editing by someone who is fluent in the English language.

Specific comments:

Abstract:

Methodology: Include the fact that the authors interviewed a random sample of patients, and clarify what the random sample represents, e.g. does the study sample consist of a random sample of patients using emergency services? Also state that the authors conducted in person interviews of patients. What was the response rate?

Results: Please clarify/define what medical professions are being referred to by the phrase "laboratory professional" vs "guards".

Conclusions: Please clarify what is meant by the phrase "availability of drugs". For example, is the lack of satisfaction with pharmacy services related to the inability of patients' to either obtain
needed medications because of a lack of supply, or is it due to how expensive the medications are and patients' inability to afford them?

Paper:

Methods - Study setting: please indicate what SNNPR stands for when it is first used in the paper. Is the reference to the altitude, temperature, and rainfall pertinent to the paper? If so, please clarify, otherwise, remove these details. A description of the socioeconomic and health status of the general population would be helpful here.

Is the reference to a population of 12 million referring to the people who use the services of the hospital, or the number of people who live within the service area of the hospital who may or may not have used the services of the hospital in 2014.

Study Design: the sections "Study Design and study period, along with sample size determination and sampling method" could all be included within the single heading of "Study Design".

Please clarify what population the random sample represents. Is the study population comprised of a random sample of patients using emergency services in the calendar year 2014? What percent of the patient population is represented by this random sample? What was the overall size of the patient population vs the study sample?

Measurement and data collection: please specify that the participants were primarily proxies - i.e. relatives of the patient.

When were the interview conducted? 2-4 weeks after the emergency visit? Did the interviewers go to the patient's home or did the proxies come to the hospital for the interviews?

Data analysis: please use the same verb tense throughout the paper, e.g. instead of saying "will be exported..." and "...statistics will be used", use the past tense "were exported..." and ...statistics were used...".

Results: what was the response rate? How does the sample of 407 patients compare to the total sample of patients using emergency services?

Line 31: please use the symbol "%" to clarify what the statistics 95.6, etc. represent.

Please clarify/define what medical professions are being referred to by the phrase "laboratory professional" vs "guards".

Discussion:

The first paragraph belongs in the introduction section and is redundant.
Lines 49-50: what is meant by the statement "…due to the nature of the clients and difference in facilities" - please expand/clarify the intent.

Line 56: please clarify/expand on what the authors are alluding to when they mention the "unavailability of drugs…". Are they referring to an issue of supply and demand? Are patients generally insured? Are needed drugs not on the formulary (list of drugs covered by insurance)? Are the drugs so expensive that patients cannot afford them?

Conclusions: please expand on the potential reasons for low levels of patient satisfaction pertaining to pharmacy services. Is this because pharmacists do not explain how to take the drugs, or drugs not available because….why?

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

No

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

No

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 am able to assess the statistics

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

Not suitable for publication unless extensively edited

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