Reviewer’s report

Title: Telephone counselling by nurses in Norwegian primary care out-of-hours services: A cross-sectional study

Version: 1 Date: 17 Feb 2017

Reviewer: Weng Yee Chin

Reviewer's report:

This is an important study to examine tele-health services provided by nurses, to explore the scope and range of their care. Nurse-lead care is an important model for delivery of care, and this paper attempts to fill some knowledge gaps in exploring what factors are associated with nurse-care as opposed to nurse triage.

The study fails to explore an important element of quality of care, which is the attributes of the care provider.

It would have been useful to be able to factor in the characteristics of the nurse providers as this may be an important determinant of what cases are looked after solely by the nurse vs what is triaged.

In order to explore factors associated with nurse-care, a further logistic regression would be more robust than a simple t-test to identify significant factors. I would recommend that the investigators seek some statistical assistance to help make the research more scientifically rigorous.

The paper is easy to read and understand, but there are numerous grammatical errors, and would benefit from some copy-editing or proof reading by a native English writer.

I have made a few other minor comments on the PDF of the paper.

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.
Unable to assess

**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:

Needs some language corrections before being published

**Declaration of competing interests**
Please complete a declaration of competing interests, considering the following questions:

1. Have you in the past five years received reimbursements, fees, funding, or salary from an organisation that may in any way gain or lose financially from the publication of this manuscript, either now or in the future?

2. Do you hold any stocks or shares in an organisation that may in any way gain or lose financially from the publication of this manuscript, either now or in the future?

3. Do you hold or are you currently applying for any patents relating to the content of the manuscript?

4. Have you received reimbursements, fees, funding, or salary from an organization that holds or has applied for patents relating to the content of the manuscript?

5. Do you have any other financial competing interests?

6. Do you have any non-financial competing interests in relation to this paper?

If you can answer no to all of the above, write 'I declare that I have no competing interests' below. If your reply is yes to any, please give details below.

I declare that I have no competing interests

I agree to the open peer review policy of the journal. I understand that my name will be included on my report to the authors and, if the manuscript is accepted for publication, my named report including any attachments I upload will be posted on the website along with the authors' responses. I agree for my report to be made available under an Open Access Creative Commons CC-BY license ([http://creativecommons.org/licenses/by/4.0/](http://creativecommons.org/licenses/by/4.0/)). I understand that any comments which I do not wish to be included in my named report can be included as confidential comments to the editors, which will not be published.
I agree to the open peer review policy of the journal