Author’s response to reviews

Title: Safety, efficiency and health-related quality of telephone triage conducted by general practitioners, nurses, or physicians in out-of-hours primary care: a quasi-experimental study using the Assessment of Quality in Telephone Triage (AQTT) to assess audio-recorded telephone calls

Authors:

Dennis Graversen (d.graversen@ph.au.dk)
Morten Christensen (mbc@ph.au.dk)
Anette Pedersen (afp@ph.au.dk)
Anders Carlsen (andershelles@gmail.com)
Flemming Bro (fbro@ph.au.dk)
Helle Christensen (helle.collatz.christensen.02@regionh.dk)
Claus Høstrup Vestergaard (cv@ph.au.dk)
Linda Huibers (huibers@ph.au.dk)

Version: 3 Date: 24 Jan 2020

Author’s response to reviews:

Dear Maja Racic,

We are pleased to hear that you find our paper potentially acceptable for publication. We submit our revised manuscript entitled "Safety, efficiency and health-related quality of telephone triage conducted by general practitioners, nurses, or physicians in out-of-hours primary care: a quasi-experimental study using the Assessment of Quality in Telephone Triage (AQTT) to assess audio-recorded telephone calls" (FAMP-D-19-00246).

We revised our manuscript according to the comments. We include a point-by-point response in the box provided detailing our considerations and reactions upon the comments and suggestions raised. We revised the manuscript accordingly, uploading a clean copy and an annotated copy using Track Changes to highlight our changes.

We hope that you will find that the suggestions and criticism have been met in a satisfying way and that the manuscript has improved accordingly.
Yours faithfully, on behalf of the other authors,
Dennis Schou Graversen

Technical Comments:

1. Please rename Objectives to Background.

2. Please rename Introduction to Background.

   • “Objectives” (Page 3 line 2) and “Introduction” (page 5 line 1) are named “Background”, as suggested.

3. Please move the position of Abbreviation after conclusions.

   • The Abbreviations are located after the conclusion (p 16 Line 12), as suggested

4. Please include Figure legends headings.

   • We have collected all Figure and Table titles and Legends in the same section denoted: “Figure and Table headlines and Legends:”. Additionally, we have added the Figure Title for Figure 2 in the box “Description”.

Editor Comments:

5) Please, explain briefly the qualifications of registered nurses in Denmark.

   • “Registered nurses” in Denmark indicate that they have completed a 3.5-year professional bachelor’s degree which leads to a certification as registered nurses. This has been added.

6) Please, explain if three students were previously trained and how.

   • The medical students conducted the masking and listened to the calls and suggested if a call was subject for exclusion. They all completed their bachelor’s degree and were currently in their master’s degree. Firstly, they were instructed by DSG to the masking and exclusion process. Secondly, the students were supervised in the process for the first 20 calls. The students were instructed to mark the call and inform DSG if they suspected or were in doubt if a call fulfilled the exclusion criteria. The first author, DSG, listened to the call and decided if a call fulfilled the
exclusion criteria or not. If DSG was in doubt, a consensus was reached between DSG and AFP. This has been specified.

Three master students of medicine masked the audio recordings using beep tones to mask triage profession, OOH organisation, and patient identification information. These medical students were trained and each student was supervised for the first 20 calls by DSG in the masking and exclusion process. If a call fulfilled or if the student was in doubt if the call fulfilled the exclusion criteria. Final decisions to exclude or not were made by first author (DSG), or if in doubt, a consensus was reached between DSG and AFP. “

Reviewer reports:

(Reviewer 3): Please include all comments for the authors in this box rather than uploading your report as an attachment. Please only upload as attachments annotated versions of manuscripts, graphs, supporting materials or other aspects of your report which cannot be included in a text format. Please overwrite this text when adding your comments to the authors.

• We copied the point-by-point comments and our responses into the box in the section “respond to reviewers”. Moreover, we have uploaded an annotated version of the manuscript and additionally a clean copy has been uploaded. If this is not what is being requested, we are afraid we need further instructions.