Reviewer’s report

**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

**Version:** 1  **Date:** 12 Nov 2019

**Reviewer:** Mubashir Arain

**Reviewer's report:**

Authors have addressed some comments appropriately; however, statistical analysis is still incorrect at several places. I would encourage authors to get the manuscript reviewed by a statistician.

1. As previously mentioned, the Table 1 has incorrect statistical tests; authors mentioned in the revised manuscript that pair-wise comparison is done using chi-squared test (categorical variables) and student’s t-test (continuous data). Chi-square test is incorrect for the type of data they have mentioned Mean minutes and seconds. Also, if authors preferred not to use ANOVA for three way comparison and preferred to use pairwise comparison, the p value needs to be adjusted with Bonferroni corrections in this case.

2. Authors mentioned that they have changed confidence intervals to standard deviations. However, it has not been changed at several places. Also I am wondering if authors just mentioned confidence intervals previously and now changing to standards deviations, the calculations are different and the numbers should change as well.

3. In Table 2, authors previously used the categories 4 - 5 versus 1 - 2 and clearly mentioned that responses to 3 were excluded. In the revised manuscript they changed the categories to 4-5 versus 1-3; however, none of the readings changed in the table which is not possible if the categories were revised.

4. Authors mentioned that it was a typo to write General Linear Regression Model which was actually "binomial regression model". However, they have still not addressed my comment regarding the assumptions for the model to determine if it was a good fit.

5. In the revised manuscript, the title of the Table 2 is missing

6. Authors responded mentioning that the limitations have been revised so did not change the conclusion as previously suggestion. However, despite addressing the limitations, the conclusion should be balanced to provide realistic information to the readers
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.

Yes

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

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