Reviewer’s report

Title: Exploring factors associated with the uneven utilization of telemedicine in Norway: a mixed methods study

Version: 0 Date: 28 Oct 2017

Reviewer: Kavita Radhakrishnan

Reviewer's report:

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Thank you for the opportunity to review this paper. The article is a mixed methods study exploring telemedicine utilization in Norway. The article is generally well-written with identification and discussion of several important factors pertinent at the clinician and organizational level. The authors could address patients' or consumers' role on telemedicine utilization in Norway. Additional suggestions for improvement are as follows:

Introduction:

Page 3, line 22: The sentence - "Regions and hospitals have a relative freedom to plan, organize and deliver services, in addition to manage investments" needs grammatical revision

Methods section:

Qualitative coding: Briefly describe methodology of pragmatic thematic analysis especially towards achieving consensus of the themes.

Results section:

Page 6, Line 18: The para is confusing. It begins saying that telemedicine activity was higher in regions with lower density, However, it is not clear what the density of western Norway is - high or low. Plus, northern Norway's decrease in telemed activity contradicts the first statement in that para.

Page 8, line 35 - for readers not aware of the Norwegian health system, what does primary care and secondary care mean?
Additional issues to consider for financial sustainability: Was the constant changes required to update telemedicine related devices and tools an issue?

Were there any issues regarding the usability of the telemedicine related devices and tools for both clinicians and patients?

Also, did patients' perspectives on telehealth affect growth of telemedicine in Norway at all?

Discussion:

Page 11, line 26: sentence needs grammatical revision - "Despite telemedicine in Norway appears like a multispecialty nationwide network of several hospitals, utilization remains overall low and fragmented.

Pg 13, line 26: This is the first instance where store and forward appears - might need explanation for readers uninitiated to telemedicine.

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.

Yes

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
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