Author’s response to reviews

Title: Thailand Medical Mobile Application for Patients Triage Base on Criteria Based Dispatch Protocol

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Author’s response to reviews:

Dear Editor

I am enclosing here with a manuscript entitled “Thailand Medical Mobile Application for Patients Triage Base on Criteria Based Dispatch Protocol submitted to “BMC journal” for revision version evaluation.

The answer of revision version are;

1) The English is relatively poor and needs the attention of someone who has English as a native language to improve the language quality. For example, as far as I can tell a more proper term than "patient habit" that is used very frequently should probably be "patient condition".
Fixing Expatiation: The patient habit sentence has been changed to “patient condition”

2) Since the abbreviations are used frequently throughout the paper, I recommend that the list of abbreviations should be placed prior to the paper's introduction. But in addition, the first time an abbreviation is used within the body of the paper it should always be spelled out.

3) Some important definitions that are missing include:

a. "Level 3" (line 215)
b. "STROKE" and "STEMI" (line 227)
c. "CBD" (line 53)
d. "IDC" should be spelled out the first time it appears in the report body (line 116)
Fixing Expatiation:

1. For "Level 3" (line 215), we give reader to understand more ideas of ESI in levels 1-3 patients. Where the information add in line 216 to 219.

2. "STROKE" and "STEMI" are disease name, we fixing and change to be the name.

3. "CBD" (line 53), we put full name of abbreviations in first see in body of introduction section.

4. "IDC" should be spelled out the first time it appears in the report body (line 116), we still put in this section because there is the first see for full name of abbreviations. Where another section of this wording are put in abbreviations.

4) In Table 1, why do all the dispatch codes indicate they are responding to accidents? Surely there are dispatches in case of reported heart attacks, etc. that are not accidents.

Fixing Expatiation:

The explanation of Initial Dispatch Codes (IDC) help both emergency and non-emergency patients to responsible to patients. The objective of IDC is classify an essential Response to decrease of times response. (Response time = Time interval from calling to EMS arrival)

5) Table 6 needs footnotes to indicate the meaning of the superscripts it includes

Fixing Expatiation:

We put the footnotes for “superscripts indicates frequency order” show in footnote of table 6.

6) It is not clear how the app testing process is accomplished. Are actors used to simulate specific conditions? Or is this done with real patients?

Fixing Expatiation:

The application testing by comparison of accuracy of triage result (IDC). The first solution are using the application, open Handbook, and using the experienced staff. The method is drawing 2 symptoms from 25 symptoms which are trauma and non-trauma symptoms to set as the simulation scenarios. This testing is not use with real patients. This test want to the accuracy of IDC by comparison. However, the second test included 13 out of 20 scenarios, which covered the 25 main symptom categories. The average triage operational time was calculated by comparison between staff experience and using the application.

For this test, we want to test the hypothesis: the average triage time between using the application and staff experience are not different or different.

Please see the result of testing, the application might be appropriate to non-trauma (not emergency conditions)

7) Figure 2 shows many screens that are displayed by the system. Since the text is not in English, the English description of each screen needs to be more detailed and linked to the application description shown in Figure 1 so readers can get a better understanding of the process.

Fixing Expatiation:

The figure has been fixed and show into bottom footnote of figure 2.
8) Please number references and include the full citation in the bibliography.
Fixing Expatiation:
The references and include the full citation has been fixed

9) Lines 85, 86: The number of people who requires doctors consultation or to get medical service could decrease by substituting new technology as an alternative. How well supported is this assertion?
Fixing Expatiation:
The evidences and reference have been indicated to inform the medical service could decrease by substituting new technology.