Reviewer’s report

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

Version: 0 Date: 01 Jul 2019

Reviewer: Norm Archer

Reviewer's report:

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Overall, the authors are to be congratulated for their study and its apparent outcome. However, the lack of an appropriate statistical model to validate the system against its predecessor is a major weakness that needs to be rectified before the paper would be acceptable. Another major difficulty is the description of the system testing process, which is not at all clear.

Here are some comments on the paper as it now stands:

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".

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)

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.

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

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.

**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.

Unable to assess

**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?**
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I am able to assess the statistics

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