Reviewer's report

Title: Process of care in outpatient Integrative healthcare facilities: a systematic review of clinical trials.

Version: 2
Date: 13 February 2015
Reviewer: Sandra Grace

Reviewer's report:

I am satisfied that the authors have responded to my concerns and the paper is suitable for publication. The argument is now cohesive and, although the Discussion is still lengthy, the key messages are easier to follow.

Minor essential revisions (including language revisions):

1. p3 second last line from the bottom: Change to '... physician may be the gatekeeper and the CM practitioner an adnuct ...'
2. p4 third paragraph first line: Change 'way' to 'ways'
3. p4 third paragraph fifth line: Insert 'therapy' after complementary
4. p5 Method second line: (NICM) should appear after the 'National Institute of Complementary Medicine' and then the reference should follow - in this case just the year.
5. p5 Method fourth line: Correct citation is required.
6. p5 last sentence. Change to '... excluded if they were not transferrable to a Western setting due to the different infrastructures in non-Western settings (e.g. Chinese medicine in China' or similar.
7. p6 second paragraph second line: Second sentence needs a verb. Change 'being' to 'was'.
8. p7. Third paragraph second line. 'The' missing before 'final decision'.
9. p7. Third paragraph fourth line. Full stop after 'entirity' and capital for 'Data'.
10. p7 Third paragraph last line. Change 'provides' to 'provided'.
11. p8. Second paragraph second line: Table One should be Table 1.
13. p10. First line: Insert 'of the patient' after 'eligibility'
14. p10. Second paragraph first line: Change 'consult' to 'consultation'
15. p10 Third paragraph first sentence: Move 'to the study' to immediately after 'accepted'
16. p10 Last paragraph third line: Full stop after 'case manager' and capital for 'The'
17. p11 Second paragraph: Sentence beginning 'Sunberg' should follow
immediately after 'plan' (not a new paragraph).

17. p12 Second paragraph. Sentence beginning Maiers et al should follow immediately after 'both' (not a new paragraph).

18. p12 Second paragraph: This is the first reference to MYMOP in the text and should be written out in full first time it's used. Then on p13 second last line, just use the abbreviation.

19. p12 Third paragraph: Insert details of studies referred to.

20. p14 First paragraph second last line: No need for (QoL) unless used later.

21. p14 Second paragraph last line. Could the authors provide brief detail about cost effectiveness in the other study referred to.

22. p15 Second paragraph. Insert citations to the studies referred to in this paragraph.

23. p15 Second paragraph second line: Delete 'a higher'

24. p15 Second paragraph third line: Replace 'they' with 'the authors' or similar

25. p15 Second paragraph second last line: Inserting 'bias' before 'because' might help the readability of this sentence.

26. p15 Third paragraph second line: Delete 'designed' and change 'using' to 'used'

27. p15 Third paragraph third line: Some words missing from this sentence

28. p16 First line: Insert citation to the two studies referred to here.

29. p16 Second paragraph: Sentence beginning 'Although ... ' is not a sentence.

30. p20 First paragraph sixth line: For the reader's sake, Bell could be followed by the citation again.

31. p20 Second paragraph last line: Could be something else entirely

32. p21 Second last paragraph fourth line from bottom: Insert citation immediately after Jonas et al.

33. p22 First paragraph fourth line: Delete 'as necessary'

34. p23 First paragraph fourth line from the bottom: Insert 'is' 'conversely it is thought ... '

35. p23 Second last line: Delete 'of'

**Level of interest:** An article of importance in its field

**Quality of written English:** Needs some language corrections before being published

**Statistical review:** No, the manuscript does not need to be seen by a statistician.

**Declaration of competing interests:**
I declare that I have no competing interests.