

Review Form 3

Journal Name:	Asian Journal of Medicine and Health
Manuscript Number:	Ms_AJMAH_129156
Title of the Manuscript:	Assessment of Patient Satisfaction in the Out Patient Department of a Healthcare Centre in Rural India- A Cross Sectional Study.
Type of the Article	Original Research Article

General guidelines for the Peer Review process:

This journal's peer review policy states that **NO** manuscript should be rejected only on the basis of '**lack of Novelty**', provided the manuscript is scientifically robust and technically sound. To know the complete guidelines for the Peer Review process, reviewers are requested to visit this link:

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PART 1: Comments

	Reviewer's comment	Author's Feedback (Please correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
Please write a few sentences regarding the importance of this manuscript for the scientific community. A minimum of 3-4 sentences may be required for this part.	This paper investigates the use of cross-sectional design studies with statistical tools to identify patient satisfaction in the outpatient department of a healthcare unit. The authors focus on the rural region in this study and conclude that satisfaction levels are affected by gender, educational level, and age.	
Is the title of the article suitable? (If not please suggest an alternative title)	No correction needed	
Is the abstract of the article comprehensive? Do you suggest the addition (or deletion) of some points in this section? Please write your suggestions here.	This paper studies patient satisfaction in the OPD of a healthcare centre using the cross-sectional design module of methodology. Add a remark about the methodology or survey in the abstract in the proper place.	
Is the manuscript scientifically, correct? Please write here.	Make more precise the statistical concept used in the study. Conduct a comparative study with other "corss sectional design studies" i.e. Jain A et al. Int J Community Med Public Health. 2016 Jan;3(1):1020-1026 and recent articles to benchmark the performance of the proposed approach. Also mention the limitations of the methodology.	
Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.	The manuscript requires to add some more recent articles i.e. with in last three years. Some are suggested as follows: <ol style="list-style-type: none"> Yenuganti VV, D. SR, J. SKP, R N. Patient satisfaction and waiting times in the primary health centres of South Chennai. International Journal Of Community Medicine And Public Health. 2021;8(3):1386. Available from: https://doi.org/10.18203/2394-6040.ijcmph20210832 Langstieh AJ, Sarkar C, Wahlang JB, Adjourno CC. A study on patient waiting time in neurology OPD of a tertiary healthcare centre and its association with patients' demographic profile. 2022. Available from: https://doi.org/10.53771/ijstra.2022.3.2.0133 Kumar K, Pandey D. (2023) Setting up Waiting Time Targets for Out Patients using Fuzzy Linear Programming . <i>Indian Journal of Science and Technology</i>. 16(28):2133-2143. https://doi.org/10.17485/IJST/v16i28.1124 	
Is the language/English quality of the article suitable for scholarly communications?	Up to the mark, but one close view is needed again	
Optional/General comments	The technical quality of the paper is very good. Authors have succeeded to assess the patient's satisfaction levels in the mentioned region. The introduced approach will be useful in applications, and I think that they guide the way for more applications in real-life problems. Therefore, I recommend that this paper be published in the reputed journal " Asian Journal of Medicine and Health" after making the above revisions only. Finally, thank you for allowing me the opportunity to read and evaluate your work, which makes such an important link between theory and practice.	

PART 2:

	Reviewer's comment	Author's comment (if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
Are there ethical issues in this manuscript?	<u>(If yes, Kindly please write down the ethical issues here in details)</u>	

Reviewer Details:

Name:	Kamesh Kumar
Department, University & Country	Kisan (P.G.) College Simbhaoli, India