

Review of: "Strategies for retaining customers: How PT ABC can maintain its position as the laboratory of choice"

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Potential competing interests: No potential competing interests to declare.

This is a relevant and important paper with relevant suggested strategies for PT ABC. My only comment is that I would have loved for the researchers/authors to have cited recent publications. I am sure this topic has been researched extensively in the last five years. The most recent citations in this paper are only two (2017 and 2019) while the rest are from 2010 and before.