

Clinical Trial Protocol

Iranian Registry of Clinical Trials

10 Jun 2026

Investigating the effect of nurse`s consultation on patient satisfaction

Protocol summary

Summary

Today, patient satisfaction is mixed with the quality of health services. In the Western world, there is evidence of a willingness of the public to care by quality institutions to meet the needs. As a result, healthcare providers increasingly use higher levels of quality of service for patient satisfaction and have widely used satisfaction surveys as a management tool to solve functional problems. Several recent studies evaluating the relationship between health care provider and patient indicate increased patient satisfaction by improving patient communication with the therapist. So, we came to study the effect of nurse`s consultation on patients in emergency department. The overall aim of this study was to determine the effect of nurse counseling on patient satisfaction. The method of doing so is that a questionnaire based on the goals of the plan is divided into two groups without consulting and consulting with the nurse accompanying the patient. After the compilation of the survey, the validity of the assumptions will be measured. The criteria for entering the study are all patients referring to the emergency department during the time of the presence of the questioner and the criteria for leaving the study are patients admitted to other parts of the hospital. The intervention group, which consists of 78 people, completes the satisfaction questionnaire after a nurse's consultation. The consultation lasts five to ten minutes for each patient. The control group, which consisted of 78 people, completed a compliant questionnaire without providing nurse counseling. This means that there is no intervention in this group. In this study, the main variables are patients' satisfaction.

General information

Acronym

IRCT registration information

IRCT registration number: **IRCT2017092036289N1**
Registration date: **2017-10-07, 1396/07/15**

Registration timing: **retrospective**

Last update:

Update count: **0**

Registration date

2017-10-07, 1396/07/15

Registrant information

Name

Elnaz Karami

Name of organization / entity

Fasa University of Medical Sciences

Country

Iran (Islamic Republic of)

Phone

+98 71 5335 0994

Email address

s.vojdani@fums.ac.ir

Recruitment status

Recruitment complete

Funding source

Fasa University of Medical Sciences

Expected recruitment start date

2017-06-22, 1396/04/01

Expected recruitment end date

2017-08-23, 1396/06/01

Actual recruitment start date

empty

Actual recruitment end date

empty

Trial completion date

empty

Scientific title

Investigating the effect of nurse`s consultation on patient satisfaction

Public title

Investigating the effect of nurse`s consultation on patient satisfaction

Purpose

Prevention

Inclusion/Exclusion criteria

Including criterion: all patients referring to the emergency department during the presence of the questioner. Excluding criterion: patients admitted to other parts of the hospital.

Age

No age limit

Gender

Both

Phase

N/A

Groups that have been masked

No information

Sample size

Target sample size: **156**

Randomization (investigator's opinion)

Randomized

Randomization description

Blinding (investigator's opinion)

Not blinded

Blinding description

Placebo

Not used

Assignment

Parallel

Other design features

Secondary Ids

empty

Ethics committees

1

Ethics committee

Name of ethics committee

Fasa University of Medical Sciences & Health Services

Street address

Fasa University of Medical Sciences and Health Services, Avicenna Square

City

Fasa

Postal code

7461686688

Approval date

2017-09-18, 1396/06/27

Ethics committee reference number

IR.FUMS.REC.1396.221

Health conditions studied

1

Description of health condition studied

patients` satisfaction with health care

ICD-10 code

z75.8

ICD-10 code description

Other problems related to medical facilities and other

health care

Primary outcomes

1

Description

Patient Satisfaction

Timepoint

Each patient fills out the questionnaire while transferring to another ward or discharging from emergency department

Method of measurement

satisfaction questionair which is consisted of 20 items

Secondary outcomes

1

Description

age

Timepoint

while filling out the questionnaire

Method of measurement

asking the patient

2

Description

gender

Timepoint

while filling out the questionnaire

Method of measurement

asking the patient

Intervention groups

1

Description

The case group, which consists of 78 people, after receiving nurse`s consultation, will fill out a satisfaction questionnaire. The consultation will take place within five to ten minutes for each patient, including: providing general information about the emergency department, the doctor's diagnosis, Approximately the duration of the treatment, the health care, the prescribed medications, the signs of danger, if any, how to use the medications and the necessary advice at home and etc

Category

Other

2

Description

The control group, which consisted of 78 people, completed a compliant questionnaire without providing nurse`s consultation.It means that there is no intervention in this group.

Category

N/A

Recruitment centers

1

Recruitment center

Name of recruitment center

Fasa Valiasr Hospital

Full name of responsible person

Hamed Soleiman

Street address

Valiasr Hospital, Avicenna Square

City

Fasa

Sponsors / Funding sources

1

Sponsor

Name of organization / entity

Fasa University of Medical Sciences

Full name of responsible person

Mohsen Jabolgha, Director of Finance

Street address

Fasa University of Medical Sciences, Ibn Sina Square

City

Fasa

Grant name

Grant code / Reference number

Is the source of funding the same sponsor organization/entity?

Yes

Title of funding source

Fasa University of Medical Sciences

Proportion provided by this source

100

Public or private sector

empty

Domestic or foreign origin

empty

Category of foreign source of funding

empty

Country of origin

Type of organization providing the funding

empty

Person responsible for general inquiries

Contact

Name of organization / entity

Fasa University of Medical Sciences

Full name of responsible person

Hamed Soleiman

Position

Student of Medicine

Other areas of specialty/work

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Person responsible for scientific inquiries

Contact

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Anesthesiologist

Other areas of specialty/work

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Person responsible for updating data

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Sharing plan

Deidentified Individual Participant Data Set (IPD)

empty

Study Protocol

empty

Statistical Analysis Plan

empty
Informed Consent Form
empty
Clinical Study Report
empty

Analytic Code
empty
Data Dictionary
empty