

Clinical Trial Protocol

Iranian Registry of Clinical Trials

17 Sep 2026

The effect of presence of a welcome nurse on the rate of Left-Without-Being-Seen Patients of emergency department before the emergency physician visit

Protocol summary

Study aim

Determining the effect of presence of a welcome nurse on the rate of Left Without Being Seen Patients of emergency department before the emergency physician visit.

Design

This study is a two-group clinical trial. Based on the lottery, between two public hospitals in the city, one hospital will be selected as the control environment and one hospital as the intervention environment. The sample size in each group is 30 people.

Settings and conduct

In the intervention group, the researcher and the team of colleagues introduced themselves at the entrance of the emergency department as welcoming nurses in Shohada Ashayer Hospital and Shahid Rahimi Hospital and guided them to receive medical services.

Participants/Inclusion and exclusion criteria

Inclusion criteria: Age between 18 to 60 years, Leave the hospital after triage and before the emergency physician visit, Leave the emergency department with self discharge. Exclusion criteria: Not having a diagnosed psycho-cognitive disorder based on the patient's self-expression

Intervention groups

In the control group, people who meet the entry criteria complete the study tools after obtaining informed consent. In the intervention group, if the patient wants to leave the ward before the visit of the specialist doctor, the researcher tries to dissuade the patient and the patient's companion from leaving the hospital by helping to relieve the patient. If, after completing all the measures taken by the researcher, the patient wants to leave the department before the visit of the specialist doctor, after obtaining informed consent, the people who meet the criteria for entering the study are requested to complete the study tools.

Main outcome variables

Satisfaction level, index of discharge from the hospital, Left-Without-Being-Seen patients at emergency department

General information

Reason for update

Acronym

IRCT registration information

IRCT registration number: **IRCT20190913044760N1**

Registration date: **2022-08-31, 1401/06/09**

Registration timing: **registered_while_recruiting**

Last update: **2022-08-31, 1401/06/09**

Update count: **0**

Registration date

2022-08-31, 1401/06/09

Registrant information

Name

Zahra Abbbasi Dolatabadi

Name of organization / entity

Country

Iran (Islamic Republic of)

Phone

+98 21 6105 4401

Email address

zahra_abasi2000@yahoo.com

Recruitment status

Recruitment complete

Funding source

Expected recruitment start date

2022-04-04, 1401/01/15

Expected recruitment end date

2022-09-22, 1401/06/31

Actual recruitment start date

empty

Actual recruitment end date
empty

Trial completion date
empty

Scientific title
The effect of presence of a welcome nurse on the rate of Left-Without-Being-Seen Patients of emergency department before the emergency physician visit

Public title
The effect of a welcome nurse on the rate of Left-Without-Being-Seen Patients of emergency department before the emergency physician visit

Purpose
Health service research

Inclusion/Exclusion criteria
Inclusion criteria:
 Age between 18 and 60 years Leave the hospital after triage and before the emergency physician visit Leave the emergency department with self discharge
Exclusion criteria:
 Not having a diagnosed psycho-cognitive disorder based on the patient's self-expression

Age
From **18 years** old to **60 years** old

Gender
Both

Phase
N/A

Groups that have been masked
No information

Sample size
Target sample size: **60**

Randomization (investigator's opinion)
Randomized

Randomization description
In this study, sampling is done in two steps, first by lottery random sampling method, from the emergency department of public hospitals of Lorestan. two hospitals University of Medical Sciences in Khorramabad city. Respectively, as a control group, And the experimental group will be selected. In the next step, patients who leave the emergency department before the emergency physician visit to these two hospitals will enter the study with the inclusion criteria by the available sampling method.

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

Research Ethics Committee of the School of Nursing and Midwifery and the School of Rehabilitation of

Street address

(Eastern Nusrat), Dr. Mirkhani St, Tohid Square.

City

Tehran

Province

Tehran

Postal code

1419733171

Approval date

2022-02-09, 1400/11/20

Ethics committee reference number

IR.TUMS.FNM.REC.1400.198

Health conditions studied

1

Description of health condition studied

Effect of presence of a welcome nurse

ICD-10 code

ICD-10 code description

Primary outcomes

1

Description

index of discharge from the hospital, Left-Without-Being-Seen patients at emergency department

Timepoint

before and after the intervention

Method of measurement

The fish card related to personal satisfaction in the emergency department, which includes questions such as the shift to visit the hospital, the length of stay in the hospital, the amount of personal satisfaction in three shifts, the shift leaving the hospital, the reason for personal satisfaction, etc.

Secondary outcomes

1

Description

Level of satisfaction

Timepoint

Before and after the intervention

Method of measurement

A 20-question short scale questionnaire of satisfaction with emergency department services, which includes questions about patients' satisfaction of the emergency department.

Intervention groups

1

Description

Control group: In the hospital designated as the control, patients and their companions are asked to complete the study tools after obtaining informed consent. The above process will continue until the specified sample size is reached.

Category

Behavior

2

Description

Intervention group: In the hospital designated for the intervention, the researcher and his team of colleagues are stationed at the entrance of the emergency department based on the planning done and introduce themselves to the clients of the emergency department in the hospital where the intervention took place, as a welcoming nurse and receive them for medical services. Help. If after triage, for various reasons, the patient intends to leave the emergency department before the doctor's visit and personal consent, the researcher acts as a welcoming nurse and tries to help solve the problem or explain the steps. Which should be done to dissuade the patient and his patient from leaving the hospital. If the patient and his companions want to leave the ward before visiting the specialist, after obtaining informed consent, people with inclusion criteria will be asked to complete the study tools.

Category

Behavior

Recruitment centers

1

Recruitment center

Name of recruitment center

Shahid Rahimi Hospital

Full name of responsible person

Mohammad, Hajipour

Street address

Not reaching the Safavi Bridge, Mojahedin-e Islam Mosque, Azadi Square.

City

Khorramabad

Province

Lorestan

Postal code

6813816314

Phone

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Email

info@RahimiHospital.ir

2

Recruitment center

Name of recruitment center

Shohada-ye Ashayer Hospital

Full name of responsible person

Mohammad, Hajipour

Street address

Enghelab, St.

City

Khorramabad

Province

Lorestan

Postal code

6811111111

Phone

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Email

shohadahospital@lums.ac.ir

Sponsors / Funding sources

1

Sponsor

Name of organization / entity

Tehran University of Medical Sciences

Full name of responsible person

Dr.Mohamadali Sahraiean

Street address

Sixth floor, Vice Chancellor for Research and Technology, Central University Organization, corner of Quds Street, Keshavarz Boulevard.

City

Tehran

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Tehran

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1419733171

Phone

+98 21 8163 3698

Email

vcr@tums.ac.ir

Grant name

Grant code / Reference number

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

Yes

Title of funding source

Tehran University of Medical Sciences

Proportion provided by this source

100

Public or private sector

Public

Domestic or foreign origin

Domestic

Category of foreign source of funding

empty

Country of origin

Type of organization providing the funding

Academic

Person responsible for general inquiries

Contact

Name of organization / entity
Tehran University of Medical Sciences

Full name of responsible person
Mohammad, Hajipour

Position
Masters student

Latest degree
Bachelor

Other areas of specialty/work
Medical Surgical Nursing

Street address
Naser khosro street

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Person responsible for scientific inquiries

Contact

Name of organization / entity
Tehran University of Medical Sciences

Full name of responsible person
Zahra Abasi Dolatabadi

Position
Assistant Professor

Latest degree
Ph.D.

Other areas of specialty/work
Disaster Health Management and Emergency Nursing

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Mirkhani Blvd

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Province
Tehran

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Email
zahra_abasi2000@yahoo.com

Person responsible for updating data

Contact

Name of organization / entity
Tehran University of Medical Sciences

Full name of responsible person

Mohammad, Hajipour

Position
master student

Latest degree
Bachelor

Other areas of specialty/work
Nursery

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6816967945

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Email
mohammadhajipour8131@yahoo.com

Sharing plan

Deidentified Individual Participant Data Set (IPD)

Yes - There is a plan to make this available

Study Protocol

Yes - There is a plan to make this available

Statistical Analysis Plan

Yes - There is a plan to make this available

Informed Consent Form

Yes - There is a plan to make this available

Clinical Study Report

Yes - There is a plan to make this available

Analytic Code

Yes - There is a plan to make this available

Data Dictionary

Yes - There is a plan to make this available

Title and more details about the data/document

All unidentifiable data can be provided if required

When the data will become available and for how long

Access period starts 6 months after the results are published

To whom data/document is available

All researchers working in scientific institutes and universities who send requests

Under which criteria data/document could be used

The data can be used in accordance with copyright law and for further research in this field

From where data/document is obtainable

Send email to Mr. Mohammad Hajipour at mohammadhajipour8131@yahoo.com

What processes are involved for a request to access data/document

After reviewing the application and the applicant's conditions, if approved, the data will be sent within a month.

Comments