

# Clinical Trial Protocol

## Iranian Registry of Clinical Trials

05 Jun 2026

### The effect of teleconsultation on Covid19 anxiety relief and satisfaction with these services in patients referred to general medical centers.

#### Protocol summary

##### Study aim

Assessment of the effect of teleconsultation on the reduction of COVID-19 anxiety in patients with COVID-19 and the assessment of the satisfaction of patients referred to Jahrom General Medical Center with a teleconsultation service for the reduction of COVID-19 anxiety

##### Design

A single-blind, randomized clinical trial involving 188 patients. A randomization process using a random number table was used to randomize the rand function in Excel software.

##### Settings and conduct

This study was conducted to investigate the effects of educational interventions on anxiety in patients with COVID-19. The educational content delivered to the patients in the intervention group is delivered to the patients via the WhatsApp network in four sessions over four weeks. This study was conducted at the health center in the city of Jahrom. In this study, patients were not aware of their group's using questionnaire coding.

##### Participants/Inclusion and exclusion criteria

Inclusion criteria included positive PCR, age over 18 years, and interest in participating in the study: Inclusion criteria; Patient ill, underlying mental illness, inability to use relevant tools, and failure to complete at least 90 Percentages are questionnaires.

##### Intervention groups

The intervention group is the group that receives educational intervention, and the control group is the group that does not receive intervention.

##### Main outcome variables

Scores were obtained from the Beck Anxiety Questionnaire and scores were obtained from a questionnaire administered by researchers to assess patient satisfaction with the services provided.

#### General information

##### Reason for update

##### Acronym

##### IRCT registration information

IRCT registration number: **IRCT20211223053500N1**

Registration date: **2022-03-03, 1400/12/12**

Registration timing: **retrospective**

Last update: **2022-03-03, 1400/12/12**

Update count: **0**

##### Registration date

2022-03-03, 1400/12/12

##### Registrant information

##### Name

marjan mosallanejad

##### Name of organization / entity

##### Country

Iran (Islamic Republic of)

##### Phone

+98 71 5444 6973

##### Email address

yasamanm455@gmail.com

##### Recruitment status

**Recruitment complete**

##### Funding source

##### Expected recruitment start date

2021-12-28, 1400/10/07

##### Expected recruitment end date

2022-01-27, 1400/11/07

##### Actual recruitment start date

empty

##### Actual recruitment end date

empty

##### Trial completion date

empty

##### Scientific title

The effect of teleconsultation on Covid19 anxiety relief and satisfaction with these services in patients referred to general medical centers.

**Public title**

The effect of teleconsultation on the reduction of anxiety caused by COVID-19.

**Purpose**

Education/Guidance

**Inclusion/Exclusion criteria****Inclusion criteria:**

PCR positive Age over 18 years Interest in participating in the study

**Exclusion criteria:**

Critically ill patients Having an underlying mental illness Inability to use relevant tools Failure to complete at least 90% of the questionnaire

**Age**

From **18 years** old to **70 years** old

**Gender**

Both

**Phase**

N/A

**Groups that have been masked**

- Participant

**Sample size**

Target sample size: **188**

**Randomization (investigator's opinion)**

Randomized

**Randomization description**

In this study, a simple randomization method was used. Randomization units were used in this separate study. The tool used for randomization in this study was a random number table. The randomization process was done by someone who didn't know how to learn and how to do it. In this study, researchers and data collectors did not know how to group.

**Blinding (investigator's opinion)**

Single blinded

**Blinding description**

In the present study, only patients were unaware of their group and the blinding was such that the researcher used a specific code in the header of each questionnaire to collect information without the patient knowing the nature of the code in the header of the questionnaire.

**Placebo**

Not used

**Assignment**

Other

**Other design features**

In this clinical trial, we will have two control and witness groups, in which patients are randomly divided into these two groups. A group of witnesses are patients who completed the Beck Anxiety Inventory twice but without intervention (who did not watch the training video). And the control group was patients who filled out the Beck anxiety questionnaire once before and after watching the educational video. Then compare the results of the two groups.

**Secondary Ids**

empty

**Ethics committees****1****Ethics committee****Name of ethics committee**

Research Ethics Committee of Hormozgan University of Medical Sciences

**Street address**

Chamran Boulevard, Hormozgan, Iran

**City**

Bandar Abbas

**Province**

Fars

**Postal code**

7916613885

**Approval date**

2021-08-10, 1400/05/19

**Ethics committee reference number**

IR.HUMS.REC.1400.186

**Health conditions studied****1****Description of health condition studied**

COVID-19

**ICD-10 code**

U07.1

**ICD-10 code description**

COVID-19, virus identified

**Primary outcomes****1****Description**

Scores obtained from the Beck Depression Questionnaire

**Timepoint**

Before and after the intervention

**Method of measurement**

Beck Depression Questionnaire

**Secondary outcomes**

empty

**Intervention groups****1****Description**

Intervention group: The intervention is delivered through educational clips, in which the clinical psychologist teaches the patient methods of anxiety management. This content has been scheduled in 4 different sessions. Educational videos are provided to patients via WhatsApp over 4 weeks, and patients can ask questions

about the matter by phone or via the WhatsApp contact line with a psychologist. The first content is knowledge and introduction, goal description, concept and description of anxiety, its symptoms and consequences. The second part of the training is relaxation and stress reduction, the third part is training on how to deal with negative thoughts, and the fourth part is about familiarizing yourself with cognitive concepts, the role of thought in generating anxiety and the relationship of thought to emotion and behavior.

**Category**

Treatment - Other

**2****Description**

Control group: Patients in the control group did not receive any intervention.

**Category**

Treatment - Other

**Recruitment centers****1****Recruitment center****Name of recruitment center**

Jahrom Comprehensive Health Center

**Full name of responsible person**

kavous solhjo

**Street address**

Jihad Square - Clinic No. 4

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Jahrom

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**Postal code**

7916613885

**Phone**

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**Email**

info@jums.ac.ir

**Sponsors / Funding sources****1****Sponsor****Name of organization / entity**

Bandare-abbas University of Medical Sciences

**Full name of responsible person**

Dr. Timur Amlahi

**Street address**

south ressalat

**City**

bandar abbass

**Province**

Hormozgan

**Postal code**

7916839319

**Phone**

+98 76 3368 5230

**Email**

pshora2014@gmail.com

**Grant name****Grant code / Reference number****Is the source of funding the same sponsor organization/entity?**

Yes

**Title of funding source**

Bandare-abbas 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**

Bandare-abbas University of Medical Sciences

**Full name of responsible person**

Marjan Mosallanejad

**Position**

Student

**Latest degree**

Bachelor

**Other areas of specialty/work**

Psychology

**Street address**

Asadabadi Alley, Dadgostaro St., Jahrom

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**Person responsible for scientific inquiries****Contact****Name of organization / entity**

Bandare-abbas University of Medical Sciences

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Bandare-abbas University of Medical Sciences

**Full name of responsible person**

Marjan Mosallanejad

**Position**

Student

**Latest degree**

Bachelor

**Other areas of specialty/work**

Psychology

**Street address**

Asadabadi Alley, Dadgsotaro St., Jahrom

**Sharing plan****Deidentified Individual Participant Data Set (IPD)**

No - There is not a plan to make this available

**Justification/reason for indecision/not sharing IPD**

There is no plan to publish.

**Study Protocol**

No - There is not a plan to make this available

**Statistical Analysis Plan**

No - There is not a plan to make this available

**Informed Consent Form**

No - There is not a plan to make this available

**Clinical Study Report**

No - There is not a plan to make this available

**Analytic Code**

No - There is not a plan to make this available

**Data Dictionary**

No - There is not a plan to make this available