

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

City

Jahrom

Province

Fars

Postal code

7916613885

Phone

+98 71 5423 0014

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

City

Jahrom

Province

Fars

Postal code

7414846199

Phone

+98 71 5444 6973

Fax**Email**

yasamanm455@gmail.com

Person responsible for scientific 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, Dadgsotaro St., Jahrom

City

Jahrom

Province

Fars

Postal code

7414846199

Phone

+98 71 5444 6973

Fax**Email**

yasamanm455@gmail.com

City

Jahrom

Province

Fars

Postal code

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Phone

+98 71 5444 6973

Fax**Email**

yasamanm455@gmail.com

Person responsible for updating data**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, 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