

Appendix

This appendix was part of the submitted manuscript and has been peer reviewed. It is posted as supplied by the authors.

SMS messages

1. **On admission.** Hello from the RMH ICU SMS. Your loved one has arrived from the operating theatre into the intensive care unit. The recovery period after cardiothoracic surgery may take some time. Over the next few hours we will carefully monitor progress and provide comfort and pain control. Our next goal is to remove the breathing tube. Please feel free to visit. If you have any concerns or do not wish to receive any further SMS messages please call the hospital switchboard and ask for the ICU CNC.
2. **On extubation.** Hello from the RMH ICU SMS. Your loved one is progressing well, and the breathing tube has been successfully removed. We will continue to provide comfort and pain control. The doctors will review in detail on their next ward round. Please feel free to visit. If you have any concerns or do not wish to receive any further SMS messages please call the hospital switchboard and ask for the ICU CNC.
3. **On ward round review.** Hello from the RMH ICU SMS. The doctors have reviewed your loved one. Everything is progressing well. We have no concerns. Our next goal is to prepare for discharge to the ward. We will inform you when a bed becomes available. Please feel free to visit. If you have any concerns or do not wish to receive any further SMS messages please call the hospital switchboard and ask for the ICU CNC.
4. **On decision for discharge.** Hello from the RMH ICU SMS. We have begun our discharge plan for your loved one. A bed is available on the cardiac-surgical ward. We will inform you when we are ready to leave the intensive care unit. Please feel free to visit. If you have any concerns or do not wish to receive any further SMS messages please call the hospital switchboard and ask for the ICU CNC.
5. **On discharge to the cardiac-surgical ward.** Hello from the RMH ICU SMS. Your loved one is ready for discharge to the ward. Please call our switchboard and ask to be put through to the cardiac-surgical ward. We wish all the best for further recovery. If you have any concerns or do not wish to receive any further SMS messages please call the hospital switchboard and ask for the ICU CNC.