

**Title:** User experiences with a pilot text messaging intervention aimed to support patients with acute coronary syndrome after discharge

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**Background:** Acute coronary syndrome (ACS) is a leading cause of hospital admission. Many patients with ACS experience challenges after discharge. Text messaging (SMS) has the potential to reach these patients; however, there is limited knowledge about the effectiveness and acceptability of SMS programs during this period.

**Objectives:** To assess the acceptability of and users' experiences with a pilot SMS intervention that aims to support patients with ACS after discharge.

**Methods:** Seventy-six participants were recruited as inpatients and were randomized at discharge to receive usual care or a 60-day SMS program that included automated one-way messages with information on follow-up care, self-management and healthy living. We

conducted semi-structured interviews with 18 participants who received the messages. Using thematic analysis, we identified themes regarding the program's design, user engagement, and the program's impact.

**Results:** Overall, participants liked the design and 90% indicated they were satisfied or very satisfied with the program. Many stated they looked forward to the messages and 95% read all the messages indicating high engagement. Perceived impacts of the program included making participants feel their recovery process was normal, feeling as if they were receiving social support, and reinforcing that they were on the right track. However, some participants did not feel they benefited much and as such did not change their behaviours.

**Conclusion:** The SMS program was well received and acceptable to most participants; however, not all felt that it impacted their recovery.