

Author, year	Patients' feedback
Campbell, 2019 ⁷	94.5% of IG vs. 47.5% of CG reported being provided with clear instructions on how to recover from surgery; 53.4% of IG vs. 31.3% of CG felt a personal connection to the surgeon throughout the recovery; 75.3% of IG vs. 28.8% of CG reported that the surgeon motivated throughout the recovery; 86.3% of IG vs. 37.5% of CG felt encouraged to meet the daily rehabilitation goals; 78.3% of IG vs. 51.3% of IG prioritised to do rehabilitation exercises daily.
Chen, 2017 ⁹	The mean satisfaction with text message intervention was 4.9±0.24 out of 5 points.
Kristjansdottir, 2013 _{a,b} ^{28, 29}	23.3% of IG agreed somewhat that the participation had been experienced as a burden, 20.9% were neutral, 20.9% disagreed somewhat to the statement, and 34.9% totally disagreed with the statement. 86.0% of IG agreed somewhat or totally that participation was useful, 7.0% were neutral and 7.0% participants disagreed somewhat or totally with the statement.
Kuusalo, 2019 ³⁰	100% of IG would have recommended text message monitoring for other RA patients, 94% found the monitoring messages technically easy to answer, and >80% felt secure and satisfied with their treatment.
Lambert, 2017 ³¹	There were no between-group differences in satisfaction with support received (MD 0.5/10, 95%CI -0.5 to 1.5) and service delivery (MD 0.3/10, 95%CI -0.5 to 1.1). Participants reported extra feedback in relation to the use of a mobile app.
Mary, 2018 ³⁶	Participants from both intervention groups had a higher level of satisfaction (4-point Likert scale) than CG (p<0.01), with no difference between the intervention groups (IG1 2.23±0.95 vs. IG2 2.28±0.85 vs. CG 1.73±0.62).
Smith, 2018 ⁴⁴	80% of IG vs. 40% of CG reported their overall hospital experience as 'very good'. 85% of IG vs. 65% of CG reported that they understood the instructions 'very well' and were 'very well' informed regarding time o surgery. 0% of IG vs. 10% of CG reported their experience as 'bad'. 80% of IG reported pre-hospital and day of surgery text messages were 'very helpful' and 75% reported that they improved their hospital experience 'very much'. 70% of CG reported that a text message providing information before and during the day of surgery would improve their experience.

Supplemental Table 1. Search strategies for Medline, Embase, CINAHL, Cochrane and PEDro databases

MEDLINE	
1.	((cell or cellular or mobile or smart) and phone).mp.
2.	(telephone* or phone* or text*).mp.
3.	short message service*.mp.
4.	exp Telephone/
5.	SMS.mp.
6.	text messag*.mp.
7.	1 or 2 or 3 or 4 or 5 or 6
8.	exp Pain/
9.	exp Musculoskeletal Diseases/
10.	(low* back adj3 (pain* or ach*)).mp.
11.	(low* and (backpain or backache)).mp.
12.	((lumbar or spinal vertebral) and pain*).mp.
13.	(lumbago or dorsalgia).mp.
14.	((knee* or hip* or hand* or shoulder* or neck or elbow* or ankle* or wrist* or foot or feet) adj3 pain*).mp.
15.	non-cancer pain.mp.
16.	acute pain.mp.
17.	chronic pain.mp.
18.	musculoskeletal pain.mp.
19.	8 or 9 or 10 or 11 or 12 or 13 or 14 or 15 or 16 or 17 or 18
20.	clinical trial/ or controlled clinical trial/ or randomized controlled trial/
21.	clinical trials as topic/ or controlled clinical trials as topic/ or randomized controlled trials as topic/
22.	random* control* trial*.mp.
23.	20 or 21 or 22
24.	7 and 19 and 23
EMBASE	
1.	exp telephone/
2.	exp mobile phone/

3.	exp text messaging/
4.	short message service.mp.
5.	SMS.mp.
6.	(text* or text messag*).mp.
7.	((cell or cellular or mobile or smart) and phone).mp.
8.	1 or 2 or 3 or 4 or 5 or 6 or 7
9.	exp pain/
10.	exp musculoskeletal disease/
11.	musculoskeletal pain.mp.
12.	(low* back adj3 (pain* or ach*)).mp.
13.	(low* and (backpain or backache)).mp.
14.	((lumbar or spinal vertebral) and pain*).mp.
15.	(lumbago or dorsalgia).mp.
16.	((knee* or hip* or hand* or shoulder* or neck or elbow* or ankle* or wrist* or foot or feet) adj3 pain*).mp.
17.	non-cancer pain.mp.
18.	acute pain.mp.
19.	chronic pain.mp.
20.	9 or 10 or 11 or 12 or 13 or 14 or 15 or 16 or 17 or 18 or 19
21.	exp controlled clinical trial/ or exp clinical trial/ or exp controlled study/ or exp randomized controlled trial/
22.	random* control* trial*.mp.
23.	21 or 22
24.	8 and 20 and 23

CINAHL

1.	(MH "Telephone+") or "telephone"
2.	(MH "Text Messaging+") or "text messag*"
3.	"sms"
4.	"short message service"
5.	TX (cell or cellular or mobile or smart) N3 phone
6.	"text*"
7.	1 or 2 or 3 or 4 or 5 or 6

8.	(MH “Pain+”) or “pain”
9.	(MH “Musculoskeletal Diseases+”) or “musculoskeletal”
10.	“musculoskeletal pain”
11.	TX (low* back N3 (pain* or ach*))
12.	TX (low* and (backpain ot backache))
13.	TX (lumbar os spinal vertebral) and pain*)
14.	TX (lumbago or dorsalgia)
15.	TX ((knee* or hip* ot hand* or shoulder* ot neck* or elbow* or ankle feet) N3 pain*)
16.	8 or 9 or 10 or 11 or 12 or 13 or 14 or 15
17.	(MH “Clinical Trials+”) or “clinical trials”
18.	“random* control* trial*”
19.	17 or 19
20.	7 and 16 and 19

COCHRANE

1.	Telephone OR mobile phone OR text message OR SMS OR short message survey
2.	Pain or “musculoskeletal pain” OR “musculoskeletal disorder”
3.	(low* back adj3 (pain* or ach*)).mp. in Title Abstract Keyword OR (low* and (backpain or backache)).mp. OR ((lumbar or spinal vertebral) and pain*).mp. in Title Abstract Keyword OR (lumbago or dorsalgia).mp. OR ((knee* or hip* or hand* or shoulder* or neck or elbow* or ankle* or wrist* or foot or feet) adj3 pain*).mp
4.	#2 OR #3
5.	“clinical trial” OT (random* control* trial*) OR (“randomised controlled clinical trial”)
6.	#1 AND #4 AND #5

PEDro

	Telephone + musculoskeletal + clinical trial
	Text message + musculoskeletal + clinical trial
	SMS + musculoskeletal + clinical trial

Supplemental Table 2. Overall quality of evidence of evidence for the outcomes of pain and function

Studies		Quality assessment				N of participants		Overall quality evidence
Outcome (number of studies)	Methodological limitations of studies	Consistency	Directness	Precision	Publication bias	Intervention group	Control group	
Pain (n=5) [5; 9; 28; 29; 47; 50]	Serious ^a	No serious Inconsistency	Serious ^b	Serious ^c	Not suspected	314	302	++, low
Function (n=6) [9; 28; 29; 31; 36; 40; 47]	Serious ^a	No serious Inconsistency	Serious ^b	Serious ^c	Not suspected	273	273	++, low

Legend: ^alack of allocation concealment and blinding; ^bdifferences in the text message and control group interventions’ characteristics; ^cwide 95% confidence intervals