

# Elementary Business

## The doctor can (video) see you now

### 1 Warmer

#### a. Discuss the following questions.

- How would you prefer a doctor's appointment: in person, by phone, or virtually (online)? Why?
- What are some *pros* and *cons* of doctors and health workers using technology to treat their patients?

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- 1 Instead of going to the doctor's office, more and more people are seeing their doctor online. *Telehealth* is when doctors and other health workers help patients using a computer, telephone, or other remote communication technology.
- 2 Many people are happy with these appointments. During the pandemic, online appointments were an excellent option. People felt safer because they didn't need to go near other people to have an appointment.
- 3 One health centre in London studied if online appointments were helpful to patients and health workers. They found that patients were able to enjoy a faster service. They could make appointments that better fit their lives and use the time waiting for the doctor to do other things.
- 4 Doctors giving appointments by phone or online are also happy with the change. Online appointments let them help more patients in the same amount of time. Doctors also feel that they can still do many of the same things on video that they do face to face.
- 5 Telehealth can be great for people who live far from cities and people with some disabilities who find it difficult to travel. But it is not easy for everyone. Elderly patients prefer to see their doctor in person because they feel less comfortable using a computer.
- 6 There are other problems, too. It can be more difficult for doctors to decide what illness a person has when they can't see them easily. Video doesn't always work well, and the picture isn't always clear. If a patient gets an appointment over the phone, the doctor can't see them at all. Also, doctors can't run tests if their patient is far.
- 7 Some doctors worry about their relationship with their patients if they don't see them. They say it makes it easier for patients to trust them when they see them face to face.
- 8 But technology is not just helping doctors' appointments. It can be used to share health information in emails or messages. Smartwatches can keep track of your heart health and other vital data.
- 9 Some hospitals have nurse robots that help health workers do their jobs. Some of these robots can speak many different languages. They can also take a patient's temperature and do some tests.
- 10 There is more new technology every day. But will some people always prefer to see their human doctor in person?

### Vocabulary

*disability*: a condition that makes it more challenging for someone to do things that are usual for most people

*illness*: the state of feeling ill or of having a disease

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### 2 Reading comprehension

a. Are these sentences True (T) or False (F) according to the article? Correct any that are false.

1. Telehealth is when you watch a doctor on a TV show.
2. People preferred in-person appointments during the pandemic.
3. Doctors have been able to provide a faster service.
4. Some illnesses are difficult to see on video.
5. Some doctors think it is important to see patients face to face to have a good relationship with them.
6. Technology lets people check their heart health from anywhere.
7. Robots are now doing doctors' jobs.

### 3 Vocabulary

a. Fill in the gaps with the correct word from the box.

comfortable   face to face   helpful   human   patients   relationship   robot   test

1. Doctor Grey saw three \_\_\_\_\_ today.
2. She is very helpful and helps us keep the room \_\_\_\_\_.
3. I like meeting my friends \_\_\_\_\_, not online.
4. Do you feel \_\_\_\_\_ in that chair?
5. The teacher has a close \_\_\_\_\_ with his students. He cares about them.
6. I would love a \_\_\_\_\_ that cleans my house.
7. The doctor told him to get a blood \_\_\_\_\_.
8. In 1997, a computer beat a \_\_\_\_\_ chess champion.

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### 4 Grammar

a. Fill in the gaps with the prepositions below.

by                      during                      from                      in                      on                      with

1. Many people had online meetings \_\_\_\_\_ the pandemic.
2. She is studying \_\_\_\_\_ New York.
3. Now, your dentist can look at your teeth \_\_\_\_\_ video.
4. They live two hours \_\_\_\_\_ the nearest hospital.
5. This reading-out-loud app helps people \_\_\_\_\_ hearing disabilities.
6. You can find more information \_\_\_\_\_ our last email.
7. You can improve your health \_\_\_\_\_ walking more.

b. Comparatives

Put the words in the correct order to form sentences with comparatives. Then, decide if you agree or disagree with each sentence.

1. an online / safer / to have / It is / doctor's appointment.

\_\_\_\_\_

2. Sending / than / is / a phone call. /an email / faster / making /

\_\_\_\_\_

3. better. / Technology / life / makes

\_\_\_\_\_

4. It is / for older people / more difficult / computers. / to use

\_\_\_\_\_

5. than / an in-person appointment. / more convenient / A phone appointment / is

\_\_\_\_\_

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### 5 Communicative activity

a. Discuss the following questions with a partner.

- What kind of illness can be difficult for a doctor to check over the phone? What are the results for patients?
- If a health centre starts giving new online or phone appointments, what new things would they need to do to make it possible? Think about people's activities and the technology required.

### 6 Production activity

Digital transformation

a. Choose a job that a robot can do. Then, complete the chart with the pros and cons of the robot doing the task. You can use the words from the box for reference.

cheap	comfortable	difficult	easy	expensive	fast
friendly	good	helpful	slow	safe	

Robot nurse / teacher / \_\_\_\_\_ (other)

Pros (good things)	Cons (bad things)

b. Write some sentences to compare a human and a robot doing the job using your ideas from the chart. You can use the suggested adjectives below.

fast	slow	safe	easy	cheap	good
friendly	expensive	comfortable	difficult	helpful	

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