READING PASSAGE 1

You should spend about 20 minutes on Questions 1-13, which are based on Reading Passage 1 below.

The Rise of Telemedicine: A Virtual Revolution in Healthcare

Telemedicine, the practice of caring for patients remotely when the provider and patient are not physically present with each other, has been on the rise for years. The recent global health crisis has only accelerated its adoption, pushing it from a niche service to a mainstream healthcare solution. But what are the real benefits and drawbacks of this virtual revolution? For many, the most significant advantage of telemedicine is convenience. Patients can consult with a doctor from the comfort of their own home, saving time and money on travel. This is particularly beneficial for those living in rural or underserved areas, where access to specialist care may be limited. Furthermore, telemedicine can reduce the burden on overcrowded hospitals and clinics, allowing for more efficient allocation of resources.

Another key benefit is the potential for cost savings. While the initial setup of telemedicine infrastructure can be expensive, it can lead to long-term savings for both patients and healthcare providers. For patients, reduced travel costs and lower consultation fees can make healthcare more affordable. For providers, telemedicine can reduce overheads associated with running a physical clinic, such as rent and administrative staff salaries. A study published in the American Journal of Managed Care found that the average cost of a telehealth visit was $79, compared to $146 for an in-person visit.

However, the widespread adoption of telemedicine is not without its challenges. One of the main concerns is the digital divide. Not everyone has access to the necessary technology, such as a reliable internet connection and a smartphone or computer, to participate in a virtual consultation. This can exacerbate existing health inequalities, leaving the most vulnerable populations behind. There are also concerns about the quality of care provided through telemedicine. While it is suitable for many routine consultations and follow-ups, it is not a substitute for in-person examinations in all cases. A doctor cannot perform a physical examination or certain diagnostic tests remotely, which could lead to misdiagnosis or delayed treatment.

Furthermore, there are legal and regulatory hurdles to overcome. Licensing laws, for example, may prevent doctors from providing care to patients in other states. There are also concerns about patient privacy and data security. Healthcare providers must ensure that their telemedicine platforms are secure and compliant with regulations such as the Health Insurance Portability and Accountability Act (HIPAA) in the United States. Building trust with patients is also crucial. Many people are still hesitant to use telemedicine, either because they are not comfortable with the technology or because they prefer the personal connection of an in-person visit.

In conclusion, while telemedicine offers a promising vision for the future of healthcare, it is not a panacea. Its successful implementation depends on addressing the challenges of access, quality, and regulation. As technology continues to evolve, so too will the practice of telemedicine, and it is likely to become an increasingly integral part of our healthcare system. The key will be to strike the right balance between virtual and in-person care, ensuring that all patients receive the best possible treatment, regardless of how it is delivered.

Questions 1-6

Do the following statements agree with the information given in Reading Passage 1?

In boxes 1-6 on your answer sheet, write

TRUE if the statement agrees with the information **FALSE** if the statement contradicts the information **NOT GIVEN** if there is no information on this

1. The global health crisis has been the sole driver of telemedicine adoption.
2. Telemedicine can help to reduce the strain on healthcare facilities.
3. The cost of a telehealth visit is always cheaper than an in-person visit.
4. The digital divide is a major obstacle to the widespread use of telemedicine.
5. Telemedicine is not suitable for any type of medical consultation.
6. All doctors are legally allowed to provide telemedicine services to patients in any state.

Questions 7-10

Choose the correct letter, A, B, C or D.

Write the correct letter in boxes 7-10 on your answer sheet.

1. What is the main advantage of telemedicine for people in rural areas? A. It is cheaper than in-person visits. B. It provides access to specialist care. C. It is more convenient than travelling to a clinic. D. It reduces the need for physical examinations.

2. According to the passage, what is one of the financial benefits of telemedicine for healthcare providers? A. Increased patient volume. B. Reduced administrative costs. C. Higher consultation fees. D. Government subsidies.

3. What is a potential risk of relying solely on telemedicine for diagnosis? A. Misdiagnosis due to the lack of physical examination. B. Breach of patient privacy. C. Technical issues during the consultation. D. Limited access to specialist care.

4. What is mentioned as a legal barrier to the expansion of telemedicine? A. The high cost of telemedicine platforms. B. The lack of trust from patients. C. State-specific licensing laws for doctors. D. The difficulty of conducting physical examinations remotely.

Questions 11-13

Complete the summary below.

Choose **NO MORE THAN TWO WORDS** from the passage for each answer.

Write your answers in boxes 11-13 on your answer sheet.

Telemedicine offers a glimpse into the future of healthcare, but it is not a perfect solution. Its success hinges on overcoming challenges related to 11 _____, *quality, and regulation. As technology advances, telemedicine will become more integrated into our healthcare system. The key will be to find the right 12* _____ between virtual and in-person care, ensuring that all patients receive the 13 _____ treatment possible. ""

READING PASSAGE 2

You should spend about 20 minutes on Questions 14-26, which are based on Reading Passage 2 below.

A Journey Through Time: The Evolution of Telemedicine

A The concept of providing healthcare from a distance is not as modern as one might think. Its roots can be traced back to the 19th century, with the invention of the telegraph. During the American Civil War, the telegraph was used to order medical supplies and transmit casualty lists. However, it was the invention of the telephone in 1876 that truly opened the door for remote consultations. As early as the 1890s, doctors were using the telephone to give advice to patients, laying the very first foundations of what we now call telemedicine. These early forays were, of course, limited by the technology of the time, but they planted a seed that would continue to grow in the decades to come.

B The mid-20th century marked a significant leap forward for telemedicine, largely driven by the advancements of the Space Race. In the 1960s, NASA implemented a telemedicine program to monitor the health of astronauts in space. This program utilized remote physiological monitoring systems to track vital signs and transmit data back to Earth. Around the same time, the first video consultations were being trialed. In 1959, the University of Nebraska established a two-way closed-circuit television link to conduct psychiatric consultations between two locations. This was a groundbreaking development, demonstrating the potential of video technology to bridge the distance between doctor and patient.

C The advent of the internet in the latter half of the 20th century was a game-changer for telemedicine. The ability to transmit vast amounts of data quickly and cheaply revolutionized the field. Email consultations became a viable option, and the development of the World Wide Web in the 1990s provided a platform for sharing medical information and resources. The rise of personal computers and the increasing availability of high-speed internet access in homes and businesses further fueled the growth of telemedicine. This period saw the emergence of the first dedicated telehealth companies, offering a range of services from remote consultations to online prescription refills.

D The 21st century has witnessed an explosion in the use of mobile technology, and telemedicine has been quick to adapt. The proliferation of smartphones and tablets has put a powerful healthcare tool in the hands of millions. Mobile health, or mHealth, has become a major component of telemedicine, with a plethora of apps available for everything from tracking fitness goals to managing chronic diseases. These apps can connect patients with doctors, provide access to medical records, and even monitor

vital signs through wearable sensors. The convenience and accessibility of mHealth have made it a popular choice for both patients and providers.

E The COVID-19 pandemic has been a major turning point for telemedicine. With lockdowns and social distancing measures in place, in-person visits to the doctor became difficult or impossible for many. Telemedicine stepped in to fill the void, providing a safe and effective way for patients to receive care. Healthcare systems around the world rapidly scaled up their telehealth services, and regulatory barriers were temporarily lifted to facilitate their use. This has led to a massive increase in the adoption of telemedicine, with many patients and providers experiencing its benefits for the first time.

F The future of telemedicine is not a choice between in-person and virtual care, but rather an integration of the two. A hybrid model, where patients can choose the type of consultation that best suits their needs, is likely to become the norm. As technology continues to advance, with developments in artificial intelligence, virtual reality, and the Internet of Things, the possibilities for telemedicine are endless. The challenge will be to ensure that these technologies are used to create a more equitable, accessible, and patient-centered healthcare system for all.

Questions 14-19

Reading Passage 2 has six paragraphs, A-F.

Choose the correct heading for each paragraph from the list of headings below.

Write the correct number, i-viii, in boxes 14-19 on your answer sheet.

List of Headings

i. The impact of a global health crisis ii. The role of the internet in revolutionizing telemedicine iii. The future of telemedicine: a hybrid approach iv. The early beginnings of remote healthcare v. The rise of mobile health and smartphone apps vi. The use of video technology in mental health vii. The influence of space exploration on telemedicine viii. The challenges of implementing telemedicine

1. Paragraph A
2. Paragraph B
3. Paragraph C
4. Paragraph D

5. Paragraph E

6. Paragraph F

Questions 20-23

Choose the correct letter, A, B, C or D.

Write the correct letter in boxes 20-23 on your answer sheet.

1. What was one of the first uses of the telegraph in a medical context? A. To conduct remote consultations. B. To transmit casualty lists during the Civil War. C. To order medical supplies for hospitals. D. To monitor the health of soldiers.

2. What was a significant development in telemedicine in the 1950s and 1960s? A. The invention of the telephone. B. The use of email for consultations. C. The development of the first telehealth companies. D. The use of closed-circuit television for psychiatric consultations.

3. How has the internet transformed telemedicine? A. It has made it possible to monitor vital signs remotely. B. It has enabled the rapid transmission of large amounts of medical data. C. It has led to the development of wearable sensors. D. It has made healthcare more expensive.

4. What is mHealth? A. A type of telemedicine that uses mobile technology. B. A government program to promote telemedicine. C. A new type of medical insurance. D. A software for managing electronic health records.

Questions 24-26

Complete the sentences below.

Choose **NO MORE THAN THREE WORDS** from the passage for each answer.

Write your answers in boxes 24-26 on your answer sheet.

1. The COVID-19 pandemic acted as a _____ for the adoption of telemedicine.

2. The future of healthcare is likely to be a _____ of in-person and virtual care.

3. The goal is to create a more equitable, accessible, and _____ healthcare system. "" ""

READING PASSAGE 3

You should spend about 20 minutes on Questions 27-40, which are based on Reading Passage 3 below.

The Future is Calling: Telemedicine in the 21st Century and Beyond

The world of medicine is on the cusp of a profound transformation, with telemedicine at the forefront of this evolution. While the concept of remote healthcare has been around for some time, recent technological advancements are paving the way for a future where telemedicine is not just an alternative, but a cornerstone of our healthcare system. The integration of artificial intelligence (AI), virtual reality (VR), and the Internet of Things (IoT) is set to create a more personalized, predictive, and participatory form of medicine.

Artificial intelligence is arguably the most significant force driving the future of telemedicine. AI-powered diagnostic tools can analyze medical images, such as X-rays and MRIs, with a level of accuracy that can match or even exceed that of human radiologists. This not only speeds up the diagnostic process but also helps to reduce the risk of human error. Furthermore, AI-powered chatbots can provide patients with instant medical advice and triage their symptoms, directing them to the appropriate level of care. This can help to alleviate the burden on busy doctors and nurses, allowing them to focus on more complex cases.

Virtual reality is another technology that is poised to revolutionize telemedicine. VR can be used to create immersive and interactive training simulations for medical students and surgeons, allowing them to practice complex procedures in a safe and controlled environment. For patients, VR can be a powerful tool for pain management and mental health therapy. For example, patients undergoing painful procedures can be transported to a calming virtual environment, reducing their anxiety and the need for medication. In the field of mental health, VR can be used to create exposure therapy scenarios for patients with phobias or post-traumatic stress disorder (PTSD).

The Internet of Things is also playing a crucial role in the future of telemedicine. Wearable sensors and smart home devices can continuously monitor a patient's vital signs, such as heart rate, blood pressure, and glucose levels. This data can be transmitted to a healthcare provider in real-time, allowing for early detection of potential health problems and proactive interventions. For patients with chronic conditions, such as diabetes or heart disease, this constant monitoring can provide peace of mind and help them to better manage their health.

However, the path to this futuristic vision of telemedicine is not without its obstacles. There are significant ethical and privacy concerns that need to be addressed. For example, how do we ensure that patient data collected by AI-powered systems is used responsibly and not for discriminatory purposes? How do we protect patient privacy in an increasingly connected world? There are also concerns about the potential for technology to dehumanize healthcare. While technology can be a powerful tool, it is important to remember that healthcare is fundamentally a human interaction. The doctor-patient relationship is built on trust and empathy, and it is crucial that we do not lose sight of this in our pursuit of technological advancement.

In conclusion, the future of telemedicine is bright, with the potential to create a more efficient, effective, and equitable healthcare system. However, it is essential that we navigate the challenges ahead with care and foresight. By embracing technology while also upholding the core values of medicine, we can ensure that the future of healthcare is one that benefits all of humanity.

Questions 27-32

Do the following statements agree with the information given in Reading Passage 3?

In boxes 27-32 on your answer sheet, write

YES if the statement agrees with the views of the writer **NO** if the statement contradicts the views of the writer **NOT GIVEN** if it is impossible to say what the writer thinks about this

1. The integration of new technologies will make telemedicine a fundamental part of future healthcare.
2. AI-powered diagnostic tools are more accurate than human radiologists in all cases.
3. AI-powered chatbots will eventually replace doctors and nurses.

4. Virtual reality is only useful for training medical professionals.

5. The Internet of Things can help patients with chronic conditions to manage their health more effectively.

6. The author believes that technology will inevitably dehumanize healthcare.

Questions 33-36

Choose the correct letter, A, B, C or D.

Write the correct letter in boxes 33-36 on your answer sheet.

1. What is the main idea of the second paragraph? A. The role of AI in medical diagnosis and triage. B. The limitations of AI in telemedicine. C. The cost of implementing AI in healthcare. D. The ethical implications of using AI in medicine.

2. How can virtual reality be used for pain management? A. By providing a distraction from the pain. B. By administering virtual medication. C. By creating a calming virtual environment. D. By simulating the sensation of pain.

3. What is the primary function of the Internet of Things in telemedicine? A. To provide patients with access to medical information. B. To connect patients with doctors for virtual consultations. C. To continuously monitor a patient's vital signs. D. To create immersive training simulations for surgeons.

4. What is a major concern regarding the future of telemedicine? A. The high cost of new technologies. B. The lack of interest from patients. C. The potential for technology to dehumanize healthcare. D. The slow pace of technological advancement.

Questions 37-40

Complete the notes below.

Choose **NO MORE THAN TWO WORDS** from the passage for each answer.

Write your answers in boxes 37-40 on your answer sheet.

The Future of Telemedicine

- **Key Technologies:**

- Artificial Intelligence (AI): for diagnosis and 37 _____.
- Virtual Reality (VR): for training, pain management, and 38 _____.
- Internet of Things (IoT): for continuous monitoring of 39 _____.

- **Challenges:**

  - Ethical and 40 _____ concerns.

  - Maintaining the human element in healthcare. ""

LISTENING SECTION

SECTION 1 Questions 1-10

Complete the form below.

Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.

Telehealth Service Registration

Patient Details	
Name	Sarah **1** _____
Date of Birth	15th March **2** _____
Address	23, **3** _____ Road, Bristol
Postcode	**4** _____
Phone Number	07700 900 **5** _____
Reason for call	To register for the **6** _____ service
Existing Conditions	**7** _____
Referral Source	**8** _____
Preferred Pharmacy	**9** _____ Pharmacy
Appointment Time	**10** _____

SECTION 2 Questions 11-20

Questions 11-15

Choose the correct letter, A, B or C.

1. The speaker says that the main benefit of the new telemedicine service is A. reduced waiting times. B. improved access to specialists. C. lower costs for patients.

2. Which of the following is NOT mentioned as a service offered? A. Video consultations B. Online prescriptions C. Home visits

3. The service is available A. 24 hours a day, 7 days a week. B. during normal working hours. C. on weekdays only.

4. To use the service, patients must have A. a referral from their GP. B. private health insurance. C. a smartphone or computer with internet access.

5. The speaker suggests that the service is most suitable for A. emergency situations. B. routine check-ups and minor ailments. C. long-term chronic conditions.

Questions 16-20

What does the speaker say about the following features of the telemedicine service?

Write the correct letter, A, B or C, next to questions 16-20.

A It is already available. **B** It will be available soon. **C** It is not currently planned.

1. Mental health support
2. Physiotherapy sessions
3. Specialist consultations
4. Home monitoring devices
5. International consultations

SECTION 3 Questions 21-30

Choose the correct letter, A, B or C.

1. What is the main topic of the discussion? A. The history of telemedicine. B. The impact of telemedicine on the doctor-patient relationship. C. The challenges of implementing telemedicine in rural areas.

2. Sarah is concerned that telemedicine might A. be too expensive for some patients. B. lead to a decrease in the quality of care. C. be difficult for older people to use.

3. David believes that telemedicine can A. improve communication between doctors and patients. B. reduce the number of unnecessary hospital visits. C. empower patients to take more control of their health.

4. What does Dr. Evans say about the doctor-patient relationship in telemedicine? A. It is weaker than in face-to-face consultations. B. It can be just as strong, but requires different skills. C. It is not an important factor in the success of telemedicine.

5. According to Dr. Evans, what is a key skill for doctors using telemedicine? A. Typing quickly and accurately. B. Having a good understanding of technology. C. Being able to build rapport without physical cues.

6. Sarah raises the issue of A. data security and patient privacy. B. the potential for misdiagnosis. C. the lack of human touch.

7. David suggests that the problem of the 'digital divide' can be addressed by A. providing free smartphones to all patients. B. offering training and support to those who need it. C. only using telemedicine for younger patients.

8. Dr. Evans gives the example of a patient with a chronic condition to illustrate A. the limitations of telemedicine. B. the benefits of remote monitoring. C. the importance of regular in-person check-ups.

9. What do the students agree is the most important factor for the future of telemedicine? A. The development of new technologies. B. The training of healthcare professionals. C. The need for a balance between virtual and in-person care.

10. Dr. Evans concludes that telemedicine is A. a replacement for traditional healthcare. B. a tool that can enhance healthcare delivery. C. a temporary solution to a public health crisis.

SECTION 4 Questions 31-40

Complete the notes below.

Write **NO MORE THAN TWO WORDS** for each answer.

The Future of Telemedicine

- **Introduction**

    - Telemedicine is a rapidly **31** _____ field.

    - It has the potential to revolutionize healthcare.

- **Key Drivers of Growth**

    - Technological advancements (e.g., AI, VR, IoT).

    - Increasing demand for **32** _____ healthcare.

    - The need to improve healthcare **33** _____ and efficiency.

- **Artificial Intelligence (AI)**

    - AI can be used for:
        - **34** _____ medical images.
        - Predicting disease outbreaks.
        - Personalizing **35** _____.

- **Virtual Reality (VR)**

    - VR can be used for:
        - Medical training and surgical simulation.
        - Pain management and **36** _____.
        - Treating phobias and PTSD.

- **The Internet of Things (IoT)**

    - IoT devices (e.g., wearable sensors) can monitor patients' **37** _____.

    - This allows for early detection of health problems and **38** _____.

- **Challenges and Considerations**

    - Ethical concerns (e.g., data privacy, algorithmic bias).

    - The need to maintain the **39** _____ in healthcare.

    - Ensuring equitable access for all.

- **Conclusion**

    - The future of telemedicine is about **40** _____, not replacement.

    - It is a tool to create a more patient-centered healthcare system.

WRITING SECTION

WRITING TASK 1

You should spend about 20 minutes on this task.

The chart below shows the percentage of adults in the United States who used telemedicine in 2019 and 2021.

Summarise the information by selecting and reporting the main features, and make comparisons where relevant.

Write at least 150 words.

(A bar chart would be inserted here showing the following data: In 2019, 15.4% of adults used telemedicine. In 2021, this figure rose to 37.0%. The chart should be clearly labelled with years on the x-axis and percentage on the y-axis.)

WRITING TASK 2

You should spend about 40 minutes on this task.

Write about the following topic:

Some people believe that telemedicine will eventually replace face-to-face consultations with doctors. Others argue that it can never be a complete substitute for in-person medical care.

Discuss both these views and give your own opinion.

Give reasons for your answer and include any relevant examples from your own knowledge or experience.

Write at least 250 words.

SPEAKING SECTION

Part 1: Introduction and interview (4-5 minutes)

The examiner will ask you some general questions about yourself and then some questions about the topic of telemedicine.

- Have you ever used a telemedicine service? (Why/Why not?)
- What do you think are the main advantages of telemedicine?
- Are there any disadvantages to consulting a doctor online?
- Do you think telemedicine will become more popular in the future?
- Would you be comfortable discussing a serious health problem with a doctor online?

Part 2: Cue Card (2-3 minutes)

The examiner will give you a card like the one below. You will have one minute to think about what you are going to say. You can make some notes to help you if you wish.

Describe a time when you received help or advice from a professional over the phone or online.

You should say:

- who you received the help or advice from
- what the situation was
- what advice you were given

and explain how you felt about the experience.

Part 3: Discussion (4-5 minutes)

The examiner will ask you some more general questions which follow on from the topic in Part 2.

- In what ways has technology changed the way people receive healthcare?

- What are the potential benefits and drawbacks of relying on technology for health advice?

- Do you think that AI will play a bigger role in healthcare in the future? (Why/Why not?)

- Should the government invest more in telemedicine services?

- How can we ensure that everyone has equal access to digital healthcare services?

GRAMMAR SECTION

Questions 1-5: Error Correction

Identify the error in each sentence and rewrite it correctly.

1. The number of patients using telemedicine have increased dramatically in recent years.
2. I look forward to meet you for our virtual consultation next week.
3. Despite of the convenience, some people are still hesitant to try telemedicine.
4. The doctor advised to me to monitor my blood pressure regularly.
5. If I would have known about the telemedicine service, I would have used it.

Questions 6-10: Sentence Transformation

Complete the second sentence so that it has a similar meaning to the first sentence, using the word given. Do not change the word given. You must use between three and six words, including the word given.

1. The doctor was unable to see the patient in person. (POSSIBLE) It was not _____ the doctor to see the patient in person.

2. It is a good idea to book your telemedicine appointment in advance. (SHOULD)
   You _____ your telemedicine appointment in advance.

3. The new telemedicine service is used by many people. (POPULAR) The new
   telemedicine service _____ many people.

4. I regret not trying the telemedicine service sooner. (WISH) I _____ the
   telemedicine service sooner.

5. The government has made a significant investment in telemedicine. (INVESTED)
   The government _____ in telemedicine.

Questions 11-15: Fill in the Blanks

Complete the sentences with the correct form of the verb in brackets, or a suitable article or preposition.

1. By the time the doctor _____ (call), the patient had already left for
   the hospital.

2. Telemedicine allows for greater access _____ healthcare services for
   people in remote areas.

3. I have been _____ (wait) for my virtual appointment for over an hour.

4. The use of telemedicine is expected _____ (increase) significantly in
   the coming years.

5. The patient was advised to take _____ medication twice a day.

Questions 16-20: Word Formation

Use the word in capitals to form a word that fits in the gap in the same line.

1. The _____ of telemedicine has been a game-changer for healthcare.
   (INTRODUCE)

2. It is important to ensure the _____ of patient data in telemedicine.
   (SECURE)

3. The doctor gave the patient a _____ for antibiotics. (PRESCRIBE)

4. Telemedicine can be a very _____ way to receive medical advice.
   (EFFECT)

5. The _____ of new technologies is transforming the healthcare industry. (DEVELOP)

LISTENING SCRIPTS

SECTION 1

(Sound of a phone ringing)

Agent: Good morning, Virtual Health Services. My name is Tom. How can I help you today?

Sarah: Oh, hello. I'd like to register for your telehealth service, please.

Agent: Of course. I can help you with that. Can I take your name, please?

Sarah: Yes, it's Sarah Jones.

Agent: Is that J-O-N-E-S?

Sarah: That's right.

Agent: And your date of birth, please?

Sarah: It's the 15th of March, 1985.

Agent: March 15th, 1985. Great. And can I have your address?

Sarah: Sure. It's 23, Park Road, Bristol.

Agent: Park Road. Got it. And the postcode?

Sarah: It's BS1 5TL.

Agent: BS1 5TL. Okay. And a contact phone number?

Sarah: My mobile is 07700 900 345.

Agent: 07700 900 345. Thank you. So, you'd like to register for the telehealth service. Is that correct?

Sarah: Yes, that's it.

Agent: Do you have any existing medical conditions we should be aware of?

Sarah: I have asthma, but it's well-controlled.

Agent: Asthma. Okay, we'll make a note of that. And how did you hear about our service?

Sarah: My GP recommended it.

Agent: Your GP. That's great to hear. And for prescription purposes, do you have a preferred pharmacy?

Sarah: Yes, the Boots Pharmacy on the high street.

Agent: Boots Pharmacy. Perfect. I've set up your account now. Would you like to book your first appointment?

Sarah: Yes, please. Do you have anything available for tomorrow morning?

Agent: Let me see. Yes, we have a slot at 10:30 am. Would that suit you?

Sarah: 10:30 am. Yes, that's perfect. Thank you.

Agent: You're welcome. You'll receive a confirmation email shortly with all the details. Is there anything else I can help you with?

Sarah: No, that's all. Thanks for your help.

SECTION 2

Good morning everyone, and welcome to our community health talk. My name is Dr. Emily Carter, and today I'm going to be talking about our new telemedicine service, which we're very excited to launch. This service is designed to make healthcare more accessible and convenient for everyone in our community.

So, what are the main benefits of this new service? Well, the most significant advantage is the improved access to specialists. We know that it can be difficult to get an appointment with a specialist, and there are often long waiting lists. Our telemedicine service will connect you with a range of specialists from across the country, all from the comfort of your own home. This means you can get the expert care you need, without the time and expense of travel.

Now, let's talk about the services we offer. Through our secure online platform, you can have video consultations with a doctor, get online prescriptions, and access your medical records. However, I should clarify that we do not offer home visits as part of this service. It is designed for remote consultations only.

The service is available 24 hours a day, 7 days a week, so you can get medical advice whenever you need it. To use the service, all you need is a smartphone or a computer with an internet connection. You don't need a referral from your GP, and you don't need to have private health insurance. It's open to everyone.

We believe this service is most suitable for routine check-ups and minor ailments. For any medical emergencies, you should always call 999 or go to your nearest A&E department.

Now, I'd like to give you an update on some of the features of our service. We are pleased to announce that mental health support is already available through our platform. We have a team of qualified therapists and counselors who can provide support and guidance. We are also planning to introduce physiotherapy sessions in the near future. We know that this is a service that many of you have requested, and we are working hard to make it available soon. As for specialist consultations, as I mentioned earlier, this is a key feature of our service and is already available. We are also exploring the possibility of providing home monitoring devices for patients with chronic conditions, and we hope to have more news on that soon. However, I should mention that international consultations are not currently planned. Our service is focused on providing care to patients within the UK.

So, that's a brief overview of our new telemedicine service. We believe it has the potential to transform the way you access healthcare. We'll now have a short break, and then I'll be happy to answer any questions you may have.

SECTION 3

Dr. Evans: So, Sarah and David, today we're going to be discussing the impact of telemedicine on the doctor-patient relationship. Sarah, let's start with you. What are your initial thoughts?

Sarah: Well, Dr. Evans, I have some concerns. While I can see the benefits of telemedicine in terms of convenience, I'm worried that it might lead to a decrease in

the quality of care. A face-to-face consultation allows for a more personal connection, and I think that's really important for building trust.

David: I see your point, Sarah, but I have a slightly different perspective. I think telemedicine can actually empower patients to take more control of their health. They have easier access to information and can communicate with their doctors more frequently. I think it can actually improve communication, rather than hinder it.

Dr. Evans: That's an interesting point, David. And what about the doctor-patient relationship itself? How do you think that is affected?

David: I think it changes, but not necessarily for the worse. It becomes a more collaborative partnership. The patient is more actively involved in their own care.

Dr. Evans: And Sarah, what are your thoughts on that?

Sarah: I'm still not convinced. I think there's a risk that the technology can become a barrier. It's not the same as being in the same room as someone. You miss out on the non-verbal cues, the human touch. I think that's a really important part of the healing process.

Dr. Evans: You've both raised some very valid points. The truth is, the doctor-patient relationship in telemedicine can be just as strong as in face-to-face consultations, but it does require different skills. As doctors, we have to learn how to build rapport and convey empathy without the benefit of physical cues. It's a new skill set that we're all having to develop.

David: So, what are some of those skills, Dr. Evans?

Dr. Evans: Well, active listening is crucial. We have to pay very close attention to what the patient is saying, and how they're saying it. We also need to be very clear and concise in our communication, to avoid any misunderstandings. And it's important to make a conscious effort to create a personal connection, to show the patient that you see them as a person, not just a collection of symptoms on a screen.

Sarah: That makes sense. But what about the issue of the digital divide? Not everyone has access to the technology, or the skills to use it.

Dr. Evans: That's a very important point, Sarah. And it's something that we as a healthcare system need to address. We need to ensure that we're not leaving anyone

behind. That could involve providing training and support to those who need it, or offering alternative options for those who are unable to use the technology.

David: I was reading about a study that showed how remote monitoring can be really beneficial for patients with chronic conditions. It allows the doctor to keep a close eye on their progress and intervene early if there are any problems.

Dr. Evans: Exactly. That's a perfect example of how telemedicine can enhance healthcare delivery. It's not about replacing in-person care altogether, but about using technology to supplement and improve it. The future, I believe, is a balance between virtual and in-person care, where we can choose the best option for each individual patient.

Sarah: So, it's not a one-size-fits-all solution.

Dr. Evans: Precisely. It's about finding the right tool for the right job. And that's a discussion that we need to have as a society, to ensure that we're building a healthcare system that is both technologically advanced and fundamentally human-centered.

SECTION 4

Good morning, everyone. In today's lecture, we're going to be exploring the future of telemedicine. As you know, this is a rapidly evolving field, and one that has the potential to revolutionize the way we deliver healthcare.

So, what are the key drivers of this growth? Firstly, we have the relentless pace of technological advancement. The development of artificial intelligence, virtual reality, and the Internet of Things is opening up new possibilities for remote healthcare that we could only have dreamed of a decade ago. Secondly, there is an increasing demand from patients for more convenient and accessible healthcare. People are no longer willing to accept the old model of long waiting times and inconvenient appointments. And thirdly, there is a growing recognition within the healthcare industry that we need to find new ways to improve efficiency and reduce costs, and telemedicine is a key part of that solution.

Let's take a closer look at some of these technologies. Artificial intelligence, or AI, is already being used in a number of ways. For example, AI-powered algorithms are being used for analyzing medical images, such as X-rays and scans, with a level of accuracy that can match or even exceed that of a human radiologist. AI is also being

used to predict disease outbreaks and to create personalized treatment plans for patients.

Virtual reality, or VR, is another technology with huge potential. It's being used to create realistic training simulations for medical students and surgeons. It's also being used for pain management and mental health therapy. For example, patients can be immersed in a calming virtual environment to reduce anxiety during a medical procedure. And in mental health, VR is being used to create exposure therapy scenarios for patients with phobias or PTSD.

And then we have the Internet of Things, or IoT. This refers to the network of physical devices, vehicles, home appliances and other items embedded with electronics, software, sensors, actuators, and connectivity which enables these objects to connect and exchange data. In healthcare, this means wearable sensors that can monitor a patient's vital signs in real-time. This allows for the early detection of health problems and enables proactive interventions.

Of course, there are also challenges that we need to address. There are significant ethical concerns around data privacy and algorithmic bias. We need to ensure that these technologies are used in a responsible and equitable way. And we must never lose sight of the importance of the human touch in healthcare. Technology is a tool, not a replacement for the empathy and compassion of a healthcare professional.

In conclusion, the future of telemedicine is not about replacement, but about integration. It's about creating a hybrid model of care that combines the best of both worlds: the convenience and efficiency of technology, and the human connection of in-person care. It's about building a healthcare system that is truly patient-centered. Thank you.

ANSWER KEY

READING SECTION

Passage 1

1. FALSE
2. TRUE
3. FALSE

4. TRUE

5. NOT GIVEN

6. FALSE

7. B

8. B

9. A

10. C

11. access

12. balance

13. best possible

Passage 2

1. iv

2. vii

3. ii

4. v

5. i

6. iii

7. B

8. D

9. B

10. A

11. turning point

12. hybrid model

13. patient-centered

Passage 3

1. YES

2. NO

3. NO

4. NO

5. YES

6. NO

7. A

8. C

9. C

10. C

11. triage

12. mental health

13. vital signs

14. privacy

LISTENING SECTION

1. Jones

2. 1985

3. Park

4. BS1 5TL

5. 345

6. telehealth

7. Asthma

8. GP

9. Boots

10. 10:30 am

11. B

12. C

13. A

14. C

15. B

16. A

17. B

18. A

19. B

20. C

21. B

22. B

23. C

24. B

25. C

26. C

27. B

28. B

29. C

30. B

31. evolving

32. convenient

33. access

34. analyzing

35. treatment plans

36. mental health

37. vital signs

38. proactive interventions

39. human touch

40. integration

GRAMMAR SECTION

1. The number of patients using telemedicine **has** increased dramatically in recent years.

2. I look forward to **meeting** you for our virtual consultation next week.

3. **Despite** the convenience, some people are still hesitant to try telemedicine.

4. The doctor advised **me to** monitor my blood pressure regularly.

5. If I **had known** about the telemedicine service, I would have used it.

6. possible for

7. should book

8. is popular with

9. wish I had tried

10. has invested significantly

11. called

12. to

13. been waiting

14. to increase

15. the

16. introduction

17. security

18. prescription

19. effective

20. development

TUTOR GUIDE

Model Answer for Writing Task 1

The bar chart illustrates the proportion of adults in the United States who utilized telemedicine services in the years 2019 and 2021.

Overall, the percentage of adults using telemedicine saw a substantial increase over the two-year period. In 2019, the figure stood at a relatively modest 15.4%. However, by 2021, this number had more than doubled, surging to 37.0%.

The data indicates a clear and significant trend towards the greater adoption of remote healthcare services among the adult population in the US. The rise of over 21 percentage points in just two years suggests that telemedicine has rapidly transitioned from a niche service to a more mainstream component of the healthcare landscape. This dramatic growth can be attributed to a variety of factors, including increased convenience for patients, technological advancements, and the impact of the global health crisis which accelerated the shift towards virtual consultations.

In conclusion, the provided data highlights a pivotal shift in healthcare delivery in the United States, with a remarkable and rapid increase in the uptake of telemedicine services by adults between 2019 and 2021.

Model Essay for Writing Task 2 (Band 9)

The proliferation of digital technology has revolutionized many aspects of modern life, including the delivery of healthcare. It is often argued that telemedicine, the provision of remote clinical services, is poised to replace traditional face-to-face consultations. However, others maintain that it can never be a complete substitute for in-person medical care. This essay will discuss both perspectives before offering a concluding viewpoint.

On the one hand, the arguments for telemedicine as a future replacement for in-person visits are compelling. The primary advantage is unparalleled convenience. Patients in remote or underserved areas can gain access to specialist advice that would otherwise be unavailable. Furthermore, telemedicine eliminates the need for travel, saving patients both time and money, and reducing the carbon footprint associated with transportation. For routine check-ups, prescription renewals, and the management of chronic conditions, virtual consultations have proven to be highly effective and efficient. The recent global pandemic served as a catalyst, demonstrating that a significant proportion of healthcare can be delivered effectively and safely from a distance, thereby reducing the strain on overburdened healthcare facilities.

On the other hand, the limitations of telemedicine are significant and cannot be overlooked. A virtual consultation precludes the possibility of a physical examination, which is a cornerstone of diagnosis in many medical fields. A doctor cannot listen to a

patient's heart, palpate an abdomen, or perform a neurological examination through a screen. This absence of physical touch can lead to misdiagnosis or delayed treatment of serious conditions. Moreover, the 'digital divide' presents a substantial barrier; not all individuals have access to the necessary technology or the digital literacy to use it. Finally, the nuanced, non-verbal cues that are integral to the doctor-patient relationship can be lost in a virtual setting, potentially eroding the trust and empathy that are vital for effective care.

In my opinion, while telemedicine is a powerful and transformative tool, it is unlikely to ever completely replace face-to-face consultations. The future of healthcare will likely be a hybrid model, where telemedicine is integrated with traditional in-person care. This approach would leverage the strengths of both systems, using telemedicine for its convenience and efficiency in appropriate situations, while reserving in-person consultations for when a physical examination or a more personal connection is required. This integrated approach would ensure that healthcare is not only more accessible and efficient but also remains fundamentally human-centered.

Speaking Part 2 Sample Response

(Examiner gives cue card)

Alright, so I'm going to talk about a time I received some professional advice over the phone. This was about a year ago, and the person I spoke to was a technical support agent from my internet service provider.

The situation was that my internet connection had suddenly stopped working. I'm quite reliant on the internet for my work and studies, so it was a pretty stressful situation. I tried all the usual things, like restarting the router and checking the cables, but nothing seemed to work. I was getting quite frustrated, so I decided to call the customer support helpline.

After navigating through a few automated menus, I was connected to a support agent. He was very polite and patient. He asked me a series of questions to diagnose the problem, and then he guided me through a more complex troubleshooting process. He had me log into the router's settings on my computer and change a few configurations. He explained everything very clearly and told me exactly what to do at each step. After about 15 minutes on the phone with him, my internet connection was back up and running.

I felt incredibly relieved and grateful for his help. I had been struggling with the problem for over an hour on my own, and he was able to solve it in a fraction of the time. It was a very positive experience, and it showed me how effective remote support can be. It saved me the hassle of having to wait for a technician to come to my house, and it resolved the issue much more quickly. It was a great example of how professional advice can be delivered effectively over the phone.

Key Vocabulary List

1. **Telemedicine:** The remote diagnosis and treatment of patients by means of telecommunications technology.

2. **Virtual Consultation:** A medical consultation that takes place remotely, using video conferencing or other communication technologies.

3. **Digital Divide:** The gulf between those who have ready access to computers and the internet, and those who do not.

4. **mHealth (Mobile Health):** The use of mobile and wireless technologies to support the achievement of health objectives.

5. **Wearable Sensors:** Electronic devices that can be worn as accessories, embedded in clothing, implanted in the user's body, or even tattooed on the skin, to monitor health and/or provide data.

6. **Remote Monitoring:** The use of technology to monitor patients outside of conventional clinical settings, such as in the home or a remote area.

7. **Triage:** The process of determining the priority of patients' treatments based on the severity of their condition.

8. **Chronic Condition:** A human health condition or disease that is persistent or otherwise long-lasting in its effects.

9. **Diagnostic Tools:** Tests and procedures used to diagnose a disease or condition.

10. **Proactive Intervention:** An action taken to prevent a problem before it occurs.

11. **Equitable Access:** The principle that all individuals should have an equal opportunity to access a service or resource.

12. **Patient-Centered Care:** A model of care that is respectful of and responsive to individual patient preferences, needs, and values.

13. **Hybrid Model:** A model that combines two different elements, in this case, both virtual and in-person healthcare.

14. **Rapport:** A close and harmonious relationship in which the people or groups concerned understand each other's feelings or ideas and communicate well.

15. **Licensing Laws:** Laws that regulate the practice of a profession, such as medicine, and may vary from one jurisdiction to another.

16. **Data Security:** The protection of digital data from unauthorized access, use, disclosure, alteration, or destruction.

17. **Algorithmic Bias:** Systematic and repeatable errors in a computer system that create unfair outcomes, such as privileging one arbitrary group of users over others.

18. **Human-Centered:** An approach that puts the needs and experiences of people at the center of the design process.

19. **Proliferation:** A rapid increase in the number or amount of something.

20. **Catalyst:** An agent that provokes or speeds significant change or action.