

Reading Part 4: Reading for Viewpoints	Time: 13 minutes
Read the following article from a website. It's true that the medical profession can sometimes seem stuck in the past. Just consider the shocking estimate that two-thirds of Canadian physicians still rely on archaic fax machines as a primary means of communicating with other health care providers such as specialists, pharmacists and hospitals. When it comes to their own patients, many busy doctors are reluctant to start using emails, partly because they're concerned about finding themselves on call 24/7. Another disincentive is the fact that most provinces and territories don't pay physicians for doing emails—British Columbia is the notable exception. Even so, some doctors see advantages in communicating with patients through email. “It's easy for patients, and oftentimes it's also easier for physicians,” says Dr. Sharon Domb, a family physician at Sunnybrook Health Sciences Centre in Toronto. But, she is quick to add, “doctors have to follow all kinds of regulations and that's where the whole system becomes troublesome. First and foremost, physicians are responsible for safeguarding patient privacy—and emails are vulnerable to hacking or being misdirected. The Canadian Medical Protective Association, the body that provides physicians with legal support, warns doctors that they need to have a discussion with their patients about the potential risks of privacy breaches. It also advises that patients should sign a consent form, acknowledging the risks, before any emails flow back and forth. To further complicate matters, many of the provincial and territorial bodies that regulate doctors stipulate that electronic communications need to be documented in patients' medical records. “Where possible, it is advisable to copy all email correspondence for the chart, particularly those dealing with matters of significant clinical impact,” says a policy statement of the College of Physicians and Surgeons of Ontario. Yet Domb points out that it can be time-consuming and cumbersome to attach emails to a patient's medical record.	Using the drop-down menu (□), choose the best option according to the information given on the website.
	- Many doctors in British Columbia stay away from using emails because... (□) - Dr. Sharon Domb agrees that it's easy to communicate by emails but it needs... (□) - One of the potential risks of email communications is ... (□) - Email communications can take valuable time away from doctors because (□) - To avoid potential legal issues in using emails, Canadian Medical Protective Association advised doctors to. (□)
	The following is a comment by a visitor to the website page. Complete the comment by choosing the best option to fill in each black. With so many recent hacking scandals topping the news headlines, I am puzzled as to why people want to communicate with their doctors by email. I believe that patients are better served by 6. _____. Many online crime activities today target smaller companies since these small companies are seen as easier targets. They can't afford spending millions of dollars 7. _____. Would you want your personal information fall into the hands of criminals? I don't want to sacrifice my safety for 8. _____. As for me, sending an email to ask my doctor a question and wait maybe a day or two to get an answer isn't what I call convenient. I also don't think 9. _____ is the best use of time for these doctors. Our healthcare system is already struggling to keep up with the increase in the healthcare demand. Let's not make our doctors 10. _____ when they should be resting for the next day's work.