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LES CORRIGÉS
DCG 2018

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CORRIGÉ INDICATIF

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FORMATION EN LIGNE - INSCRIPTIONS TOUTE L'ANNÉE

DEMANDEZ NOTRE CATALOGUE
AU 01 74 888 000

SESSION 2018

UE 12 – ANGLAIS APPLIQUE AUX AFFAIRES

Durée de l'épreuve : 3 heures – coefficient : 1

Matériel autorisé : aucun matériel (agendas, calculatrices, traductrices) ni dictionnaire n'est autorisé.

Le sujet comporte 5 pages numérotées de 1 à 5.

Document 1

Telemedicine is a game changer. I'm glad the NHS is embracing it.

Today, the UK's National Health Service announced that it was launching a new service where patients can speak to a physician through their mobile devices via video call or text. The service called GP At Hand is available countrywide and as is the case with most NHS services, is free at the point of delivery. And I'm not even slightly surprised. Telemedicine is a growing sector in the UK, with services like the Manchester-based PushDoctor becoming increasingly popular.

These work on the same lines, but you're typically charged either a subscription free, or by the minute. Most services charge you for private prescriptions and sick notes, too.

I've used PushDoctor previously - — largely because I was too lazy to make an appointment with my registered GP, and partly because I wanted something new. The on-demand economy has spoiled me, and if I can order a pizza or a taxi with the press of a button, why not see a physician?

At first, I was sceptical. But overall, I found the service to be pretty good. I spoke to a UK-based doctor. I didn't have to wake up at the crack of dawn to make a same-day appointment, and because I was paying for the doctor's time, I didn't feel like I had to rush.

I can't remember how much it cost me. I can't find the invoice, but I think it was roughly £70 (near \$100). I remember I was able to reduce this by signing up to the company's monthly premium subscription service. Was it pricey? Sure. The biggest issue with the current incarnation of telemedicine in the UK is that it's the preserve of those with means and I'm conscious of the fact that I'm very privileged that I was able to use such a service.

But I'm also confident that telemedicine can thrive in the NHS, especially as it faces the combined challenges of a rapidly ageing population, and a government that seems to be unwilling to pump any additional cash into the System.

By Matthew Hughes, *thenextweb.com/uk* 7 November 2017

Document 2

Is 2017 The Year Of Telemedicine?

By definition, telemedicine is the practice of delivering medical care remotely using communications technology. Although it sounds like a modern advent, the foundation of this practice has been around since the invention of the *téléphoné* when doctors used to call their patients directly. By using more sophisticated technologies like videoconferencing, telemedicine will only continue to get more sophisticated as technology grows.

Three things are causing telemedicine to increase in popularity: faster Internet connections, the near universal adoption of smartphones and tablets as personal devices, and the emergence of commercial software platforms that support the real-time scheduling and billing of videoconferences between doctors and patients.

74% **of patients stated that they would use a telemedicine service** if available. This means the demand is there. Now it's up to doctors, hospitals, and other healthcare providers to work on the supply side. According to a recent survey by the American Academy of Family Physicians, 78% believed the use of telemedicine improved both access to and quality of healthcare. Additionally, 68% said that continuity of care was improved by telemedicine. But only 15% of doctors had used telemedicine technology. So now it's up to doctors' offices and hospitals to close the gap between supply and demand for telemedicine services.

There are many benefits to telemedicine, for both patients and doctors: For doctors, costs are lower. The office overhead for Virtual practices - rent, salaries, utilities, and more - is very low compared to supporting a brick-and-mortar business. True, today telemedicine is mostly supplementing existing physical practices, but there are some doctors and clinics establishing 100% Virtual practices. This is going to be a major trend in the future given the projected shortage of primary care physicians in coming decades - especially for rural populations that live far from established medical practices. Patients don't need to take off work or leave their household duties to see a doctor, and doctors can work from anywhere, at anytime convenient to them. Add in doctors sending files, records or even MRIs and X-rays (which typically had to be sent in the mail) and you can see how the convenience benefits all concerned.

It is even arguable that doctors can provide holistically better care through telemedicine. Minor matters can be resolved via Virtual visits, giving doctors more time to focus on urgent issues that require an in-person visit. Follow-up care after an operation or procedure can be easily accomplished with telemedicine, promoting better adherence to doctors' orders. Doctors can easily communicate with other healthcare professionals which can help with patient referrals, continuing education and advanced consultations.

By La Plante Alice 20, *Forbes*, January 2017

Document 3

Telehealth Services Going Mobile Has Its Benefits And Pitfalls

Telehealth on the mobile has made it easier for providers to communicate and engage with patients. Due to the mobility it offers, it helps providers manage their time better and also see more patients. For patients, mobile video consultations and telehealth services are an effective time and cost-saving means of communicating with their doctors, between clinic visits.

On the other hand, it requires a reasonably strong and reliable mobile internet connection for the video consultation to go smoothly. This may be a concern in areas with limited or poor network connection.

It can be argued that telehealth services reduce human interaction and that assurance that comes from a doctor's touch.

Mobile telehealth is preferable between providers and their existing patients. It is easier for doctors who have an understanding of the patient's history to provide treatment suggestions.

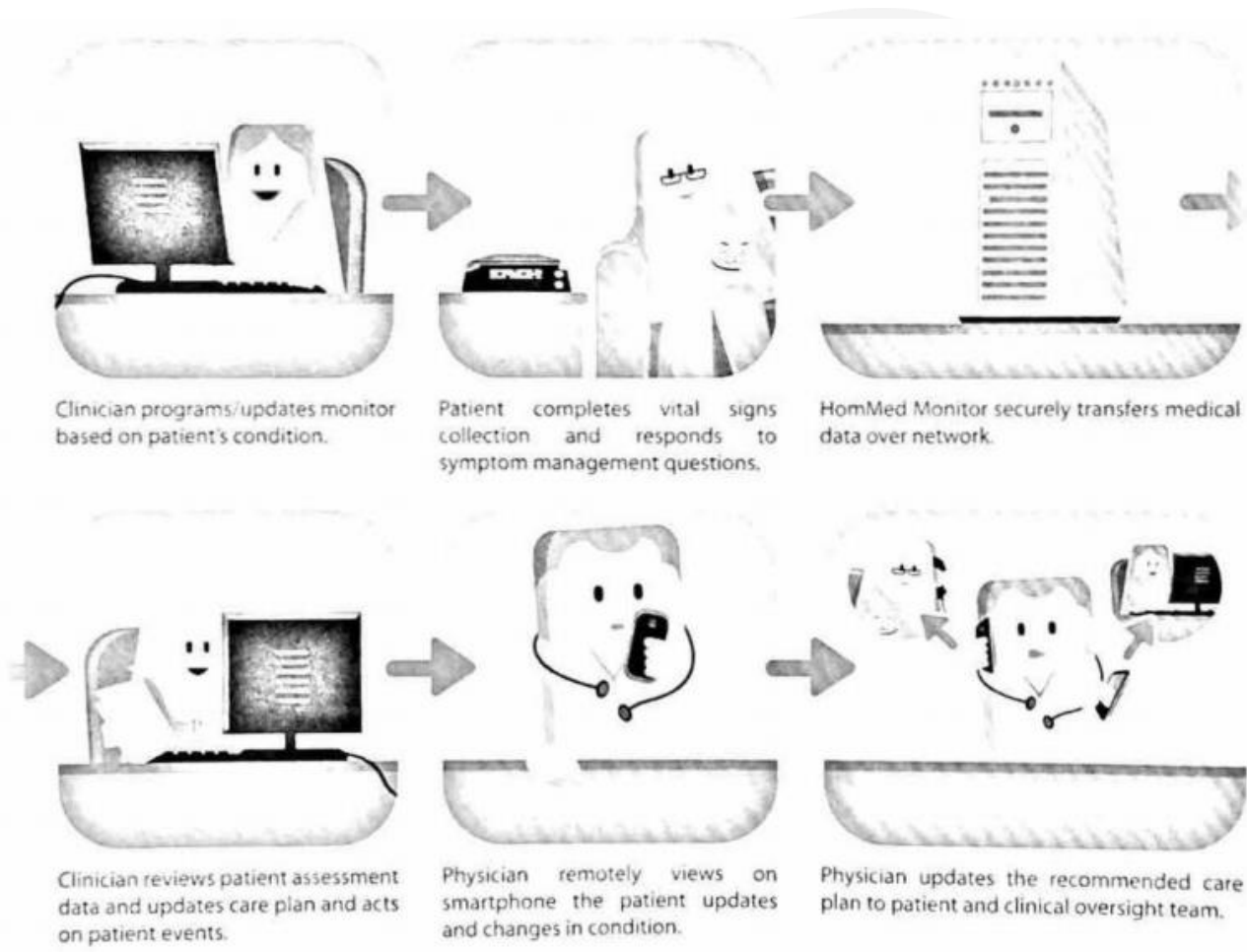
It's important to have a quiet environment without any background disturbances to be able to properly communicate with patients. This can be difficult sometimes for video consultations on the mobile.

The size of the mobile screen sometimes makes it a challenge for providers to properly view and assess their patients and review their health records.

Insurance coverage for video consultations and telemedicine has still been a matter of debate. It is still unclear whether patients can claim reimbursements for mobile telehealth services.

On the website ContinuousCare. 8 February 2017

Document 4



e♦device
CONNECTING DEVICES

Honeywell
HomMed

Ad published on *businesswire.com*

Travail à faire

Le dossier qui vous est proposé comporte 4 documents :

Document 1 : un article rédigé par Matthew Hughes le 7 novembre 2017 publié sur le site *thenextweb.com/uk*.

Document 2 : un article publié par le magazine *Forbes* écrit par Alice La Plante le 20 janvier 2017.

Document 3 : un article publié le 8 février 2017 sur le site *ContinuousCare*.

Document 4 : une publicité publiée sur le site *businesswire.com*.

I/ Compréhension (10 points)

En vous appuyant sur les documents fournis, vous rédigerez une note de synthèse en français qui rendra compte de la problématique du dossier.

250 mots (+ / - 10%). Vous indiquerez le nombre de mots.

II/ Expression en langue anglaise (10 points)

1. Comment on document 4.

150 words (+ / - 10%). Vous indiquerez le nombre de mots.

2. Write an e-mail.

Vous êtes John Well / Mary Well, secrétaire du docteur Hiccup. Vous rédigez un courriel à l'intention d'un patient, Mr Sicko, afin de lui expliquer que le docteur propose maintenant des consultations à distance. Vous insisterez sur les bénéfices de ce nouveau système pour ce patient.

Présentation et formules d'usage.

150 mots pour le corps de l'email (+ / -10%). Vous indiquerez le nombre de mots.

PROPOSITION DE CORRIGE

I. Compréhension

La télémédecine se développe car elle comporte des avantages mais n'est-elle pas restreinte par les contraintes technologiques, économiques et humaines ?

La télémédecine permet aux médecins d'établir un diagnostic, de délivrer une ordonnance et d'apporter des soins à distance d'après les données que les patients ont fournies via leur appareil mobile. Cette expansion est due à la généralisation des appareils mobiles, de connections internet ainsi qu'à l'apparition de plateformes dédiées. (Documents 1, 2, 4)

Cette pratique comporte des avantages.

Les médecins peuvent ainsi mieux gérer leur temps, avoir plus de patients et se concentrer davantage sur les cas qui nécessitent une visite réelle. Le suivi est plus efficace car ils peuvent constamment mettre les dossiers des patients à jour et communiquer avec d'autres acteurs de la santé. De plus cela leur permet de réduire leurs charges. (Documents 2 et 3)

Pour le patient, la télémédecine a rendu l'accès aux soins plus pratique et moins chronophage. (Document 1)

Cependant la téléconsultation comporte également des inconvénients.

Il y a moins d'interaction humaine. Elle nécessite un équipement et une connexion internet fiable qui ne sont pas à la portée financière de tout le monde. De plus, les patients ne savent pas si le remboursement sera effectué. (Documents 1 et 3)

A l'avenir, la télémédecine devrait se généraliser dans le système de santé national car la population est vieillissante et le gouvernement ne souhaite pas investir davantage. Cela palliera le manque de docteurs, surtout dans les zones rurales. (Documents 1 et 2)

Afin que la télémédecine fonctionne correctement, il est préférable de connaître son patient au préalable, d'être dans un environnement propice. La demande est grandissante, il faudra donc que l'offre augmente. (Document 2 et 3)

Pour l'instant quelques contraintes technologiques, économiques et humaines subsistent mais n'entravent pas le développement de la télémédecine surtout au Royaume – uni et aux USA.

(260 mots)

II. Expression en langue anglaise

1. Comment on document 4.

People used to take time off from work or travel long distances to consult a doctor, no longer.

Indeed, as shown in this ad for Honeywell, a new e-device is available. People have been teleshopping, telecommuting and now they can resort to telemedicine which means consulting remotely via mobile devices.

This procedure involves both the doctor and the patient since the latter needs to complete vital signs collection and answer questions related to his symptoms.

The ad puts forward that telemedicine is quite reliable and useful as the doctor can constantly update the data and thus have a better oversight of the patient.

However, it requires patients to be tech-savvy and equipped. Furthermore, there is a loss of face-to face communication so desperately needed by some ailing people. In this constant evolution towards a digital society, doctors, benefiting today from lower costs, must beware for they themselves might one day be replaced by robots.

(155 words)

2. Write an e-mail.

From: John Well

To: Mr. Sicko

RE: New: convenient remote consultations

Dear Sir, Dear Madam,

We are pleased to inform you that within the framework of GP at Hand launched by the NHS, Doctor Hiccup will consult remotely via e-devices starting September 1st 2018.

You will be able to transmit your symptoms through your computer, tablet or smartphone.

Telemedicine holds huge advantages for you. You will readily be in contact with a physician wherever you live. Your file will be constantly updated and shared with other health partners if need be. Your prescriptions will directly be sent to your pharmacist. Just as with most other NHS services consultations will be free.

Your doctor will be more available. No more lengthy waiting time, no more delayed appointments. You will be in contact with your personal doctor in a click.

All you need to do is fill in your health details.

We will provide you with instructions on how to proceed and will assist you in our office for the first steps and consultations.

I remain at your disposal for any further information you may require.

Best regards

John Well

Digital assistant

(160 words)

