

IELTS Reading Practice 3

The **Associated Press** in San Francisco reported that a patient was told he would die by a doctor on a robot video. It is so harsh for a dying man when the bad news was announced to him by a robot video.

Ernest Quintana's family knew that he was dying of chronic lung disease when he was taken by ambulance to a hospital, unable to breathe. But they were *devastated* when a robot machine rolled into his room in intensive care that night and a doctor told the 78-year-old patient via video call that he would probably die within days.

"If you're coming to tell us normal news, that's fine, but if you're coming to tell us there's no lung left and we want to put you on **a morphine drip** until you die, it should be done by a human being and not a machine," his daughter Catherine Quintana said.

Ernest Quintana died on Tuesday, two days after arriving at Kaiser Permanente Medical Centre emergency department in Fremont.

Michelle Gaskill-Hames, senior vice-president of Kaiser Permanente Greater Southern Alameda County, called the situation highly unusual and said officials "**regret falling short**" of the patient's expectations. She insisted that technology does not, and cannot, replace face-to-face talks. After this incident, hospital administrators are reminded that despite the shortage of **medical practitioners**, using a robot video to inform a dying man that his life will end is far from satisfactory. More care for the feelings of **terminal patients** and more respect for human life are needed when handling similar cases.

Questions:

1. Why did the doctor put Ernest Quintana on "a morphine drip"?
2. Do you know the meaning of "terminal patients"? Why did the family feel "devastated" upon knowing that a robot video was used to give the bad news to Ernest Quintana?
3. Why is it cruel to use video call to inform a dying patient that his life will end in two days?
4. Why did Michelle Gaskill-Hames say that officials of the hospital "regret falling short" of the patient's expectations? What would she do to prevent similar cases from happening?