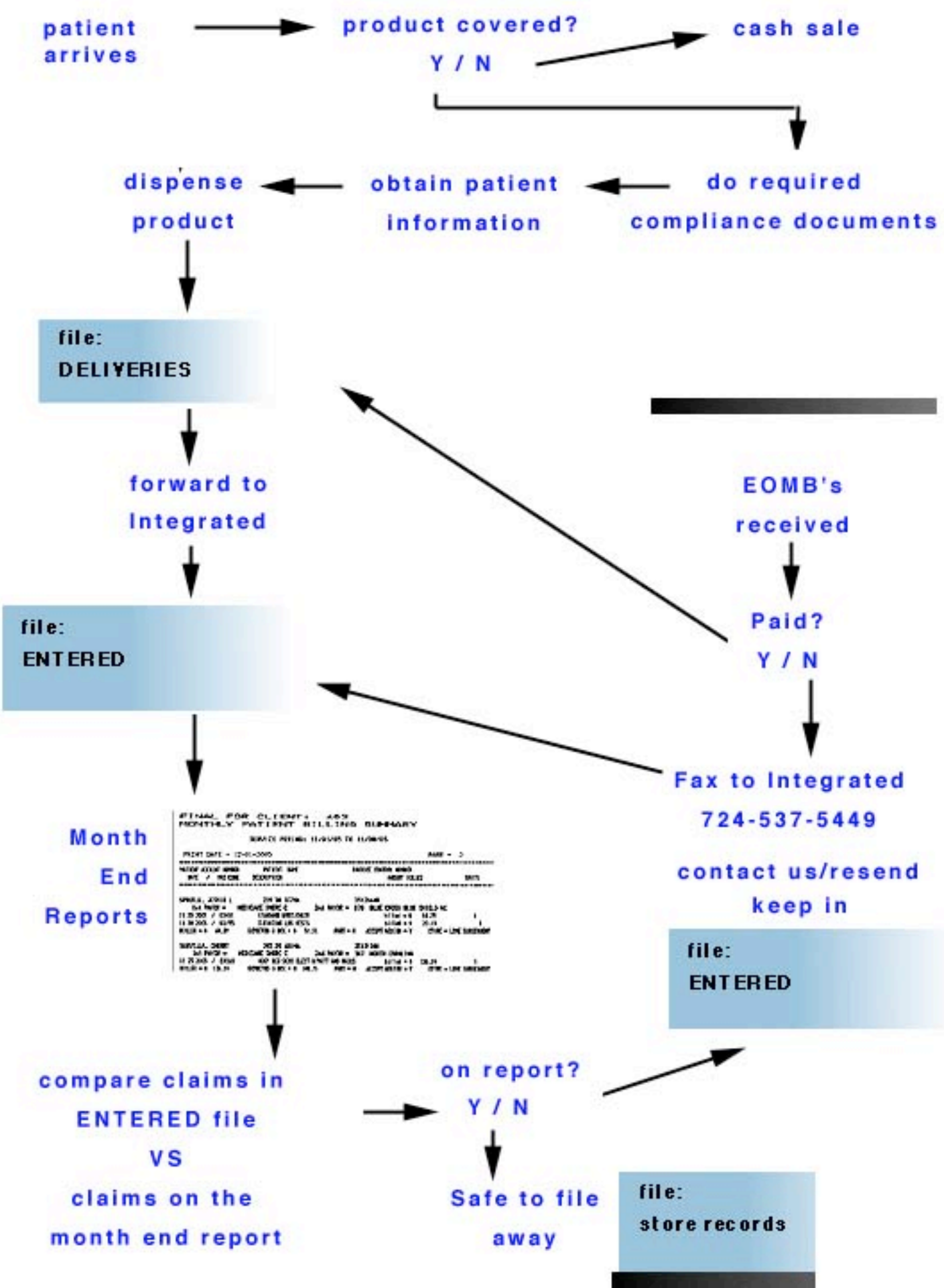INTEGRATED PATIENT PROCESSING FLOWCHART