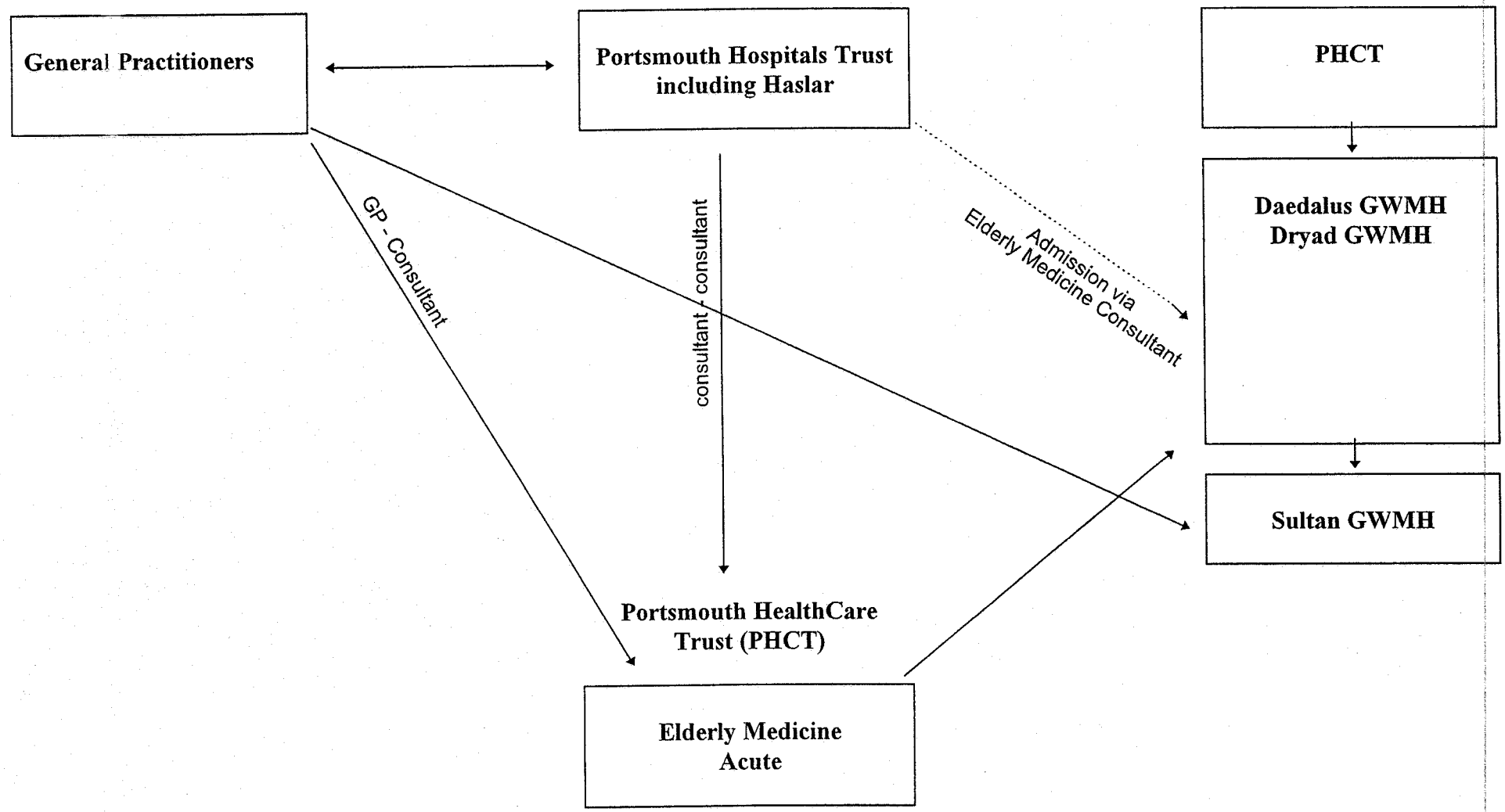Patient Flows