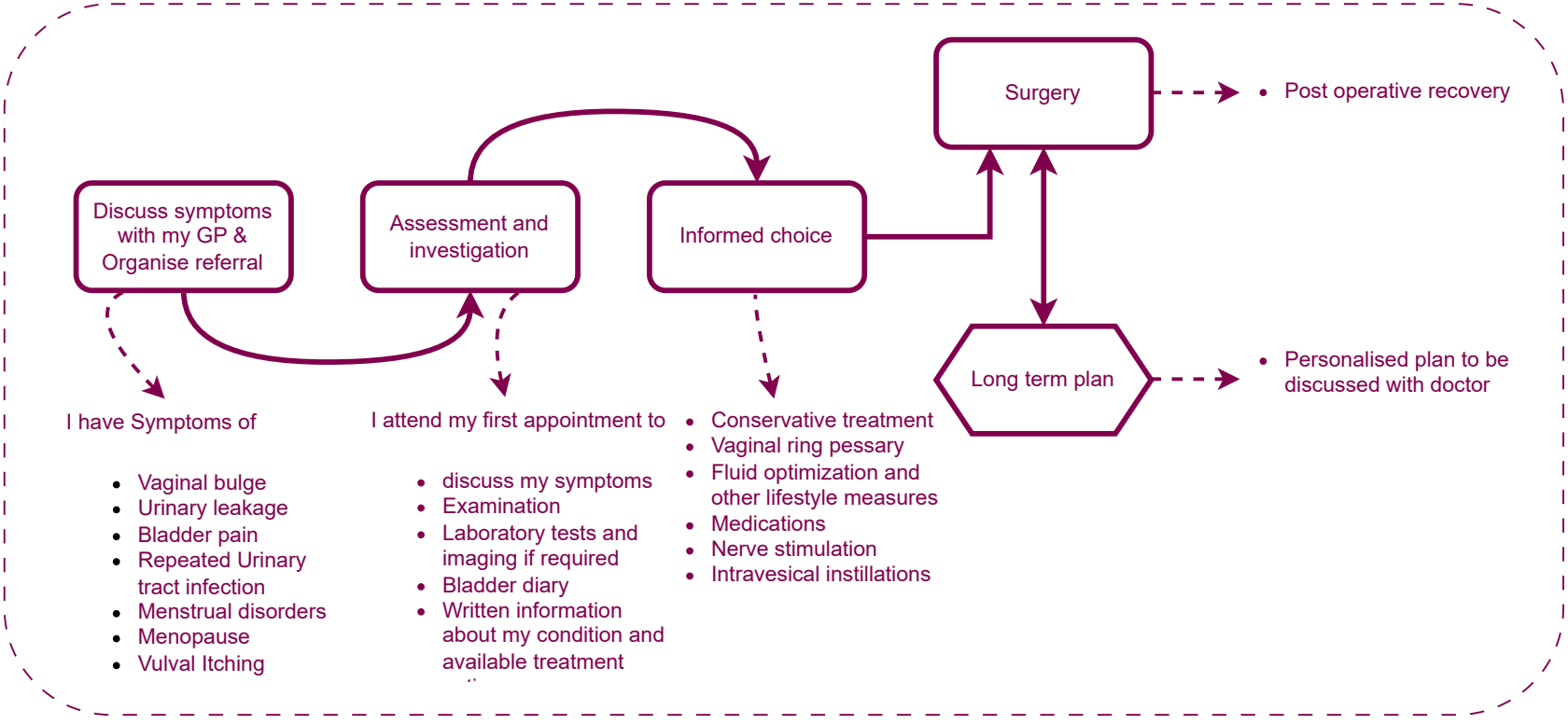Patient Journey