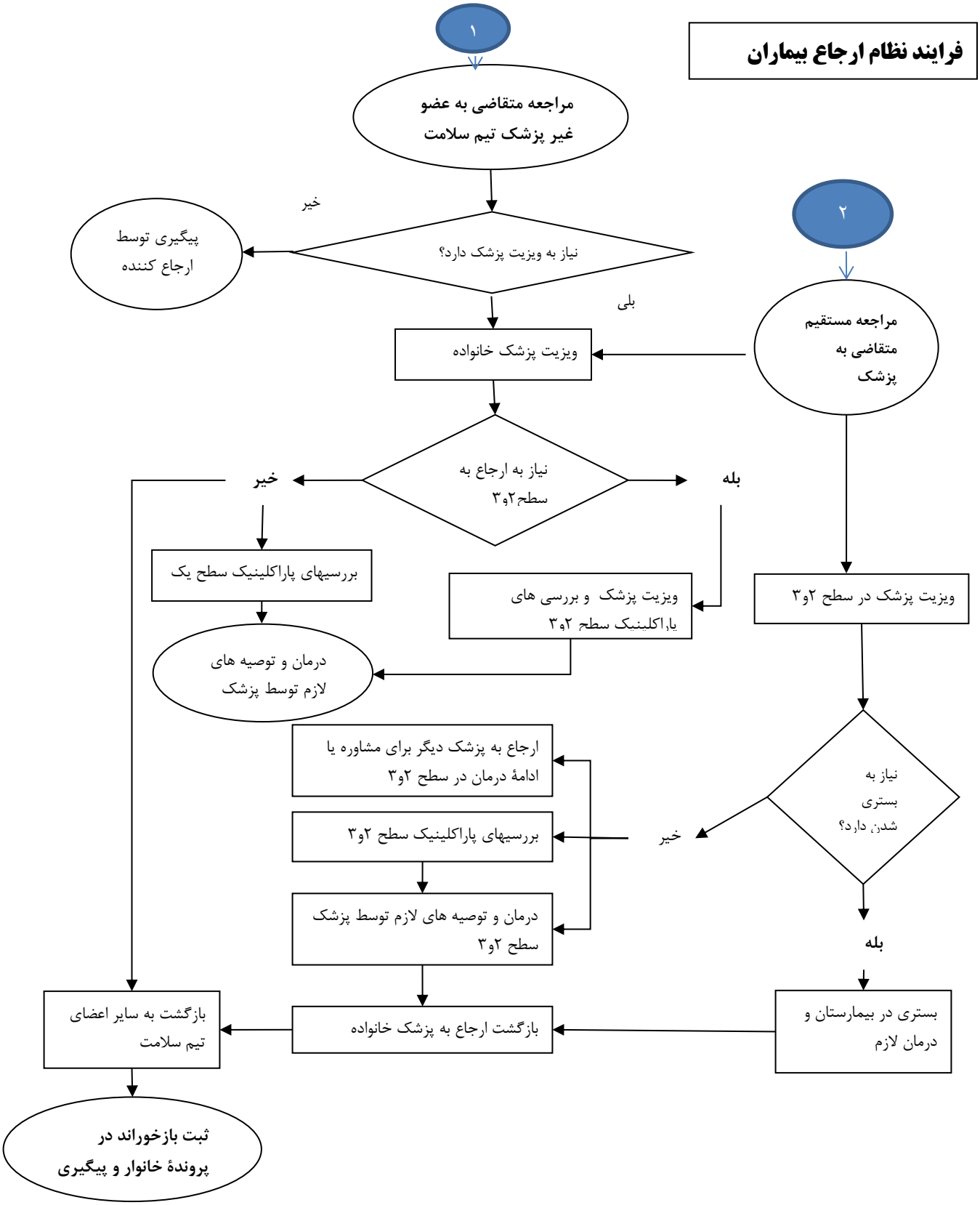فرایند نظام ارجاع بیماران