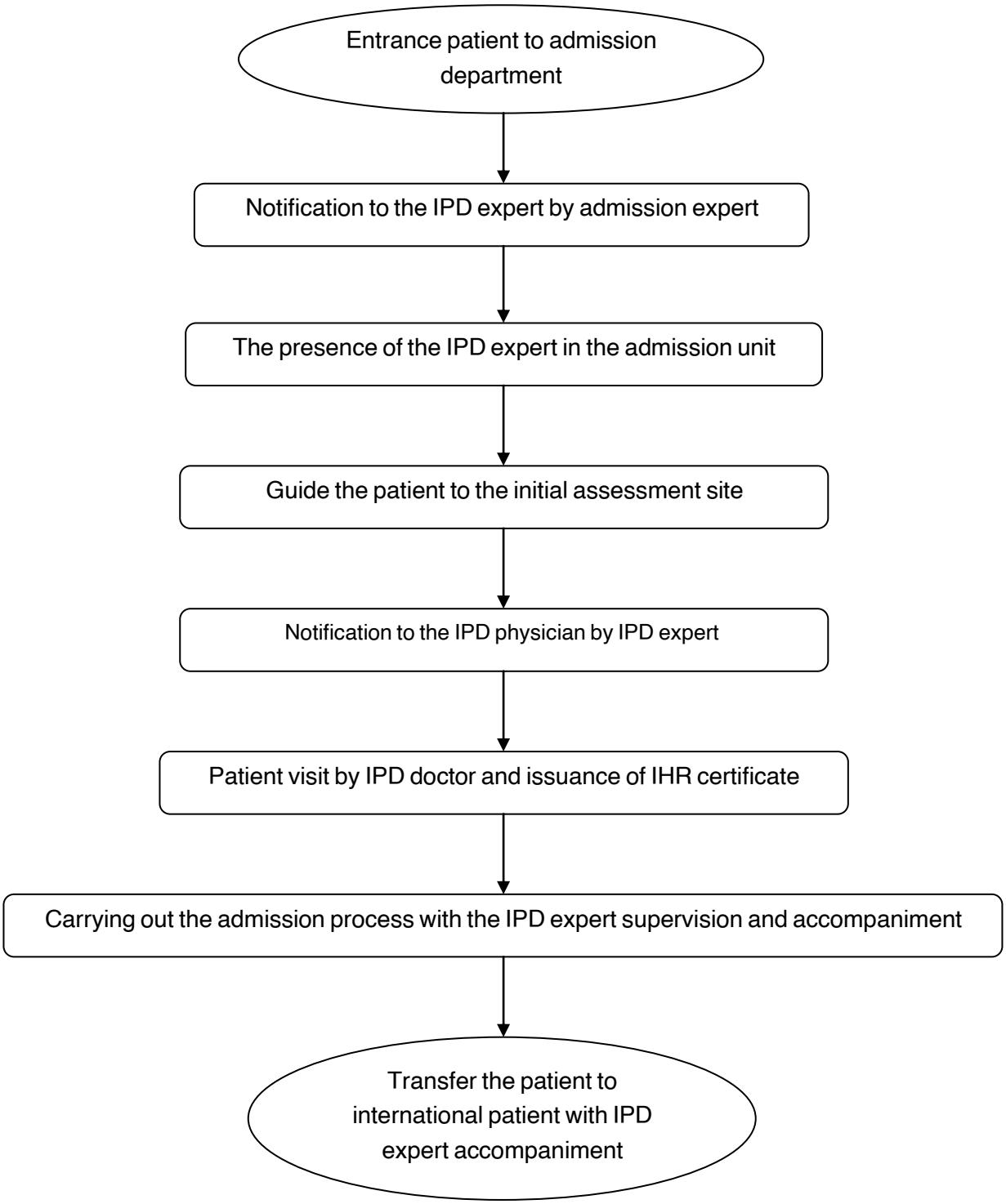The process of welcoming international patients