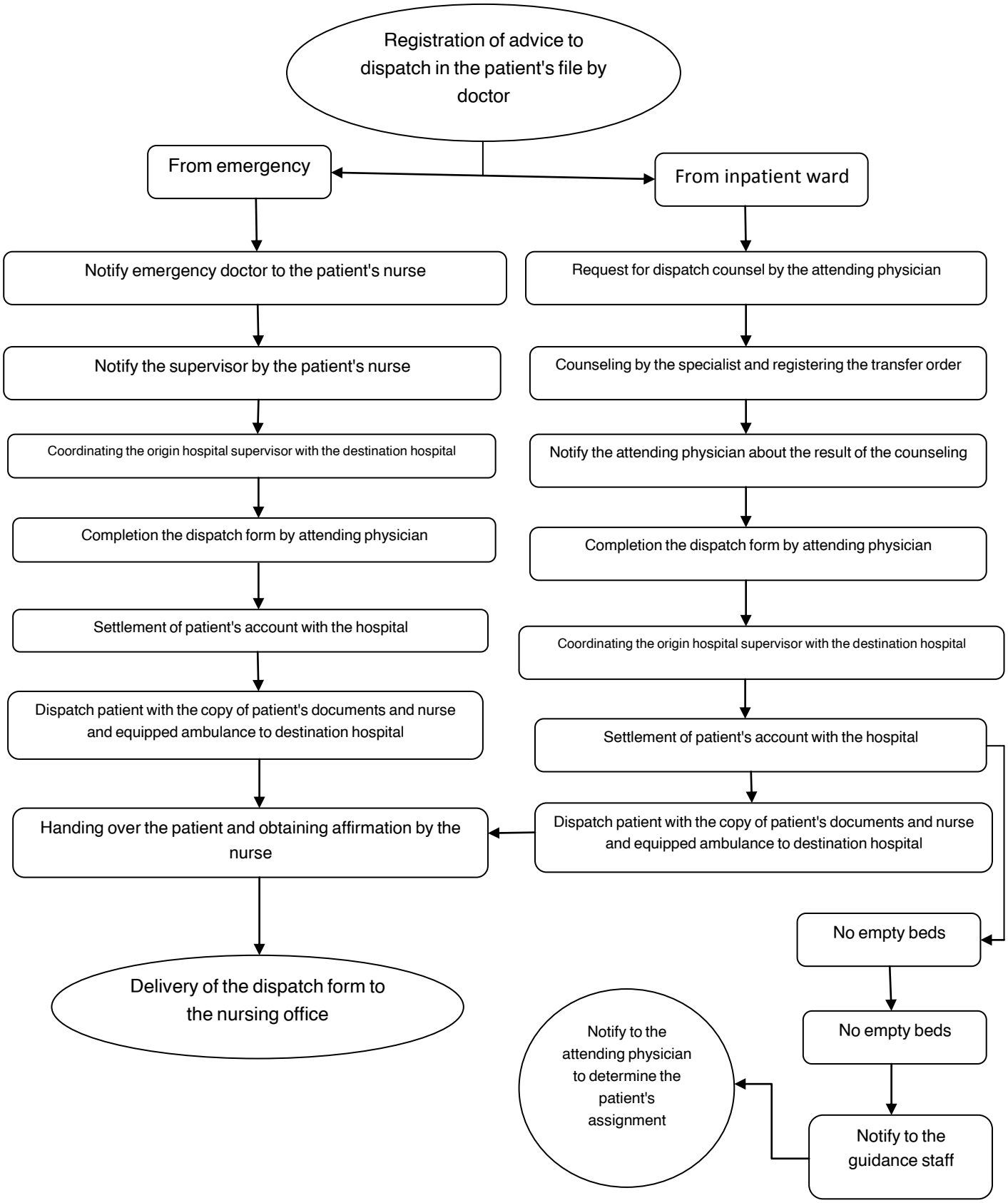International patient dispatch process