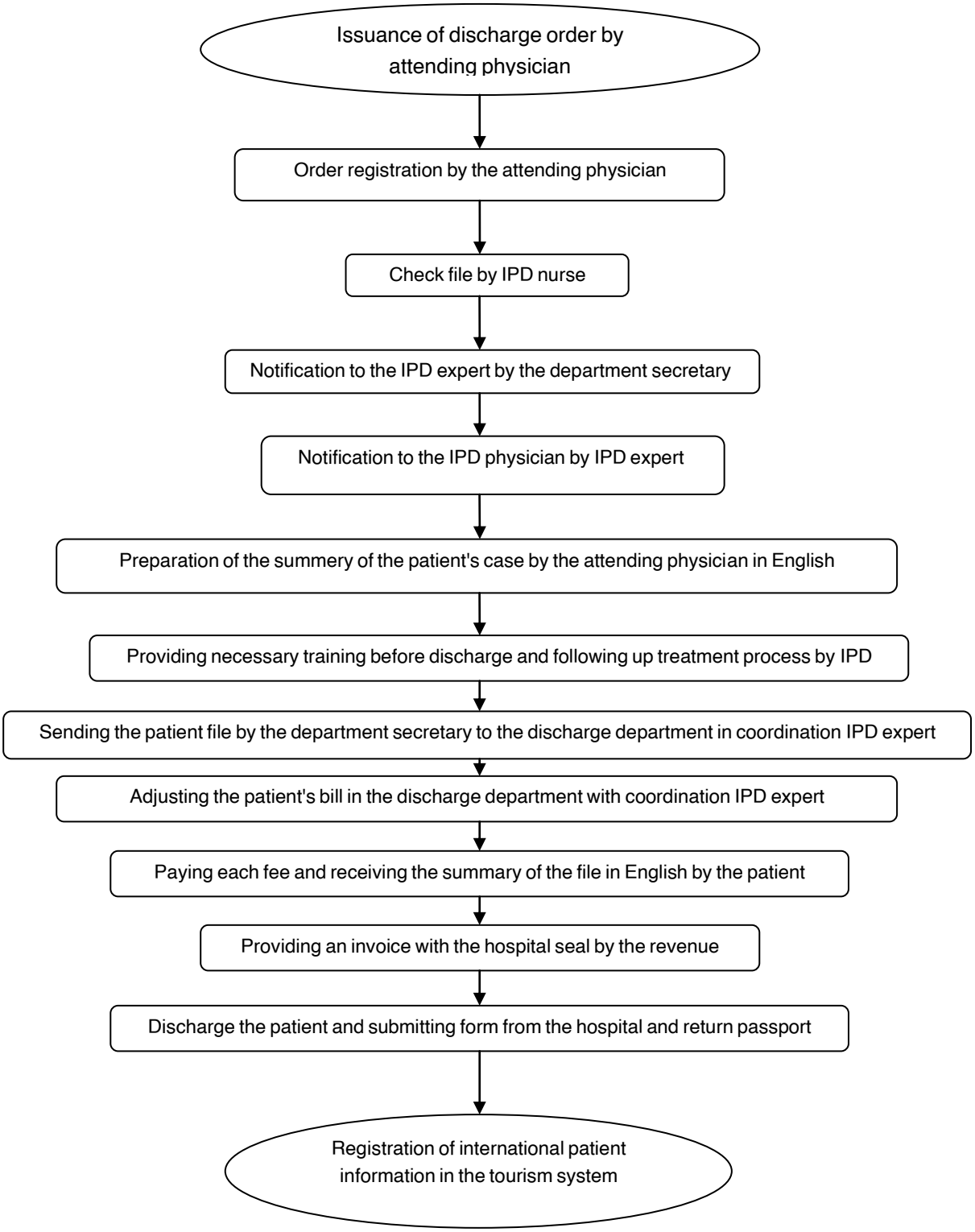International patient discharge process