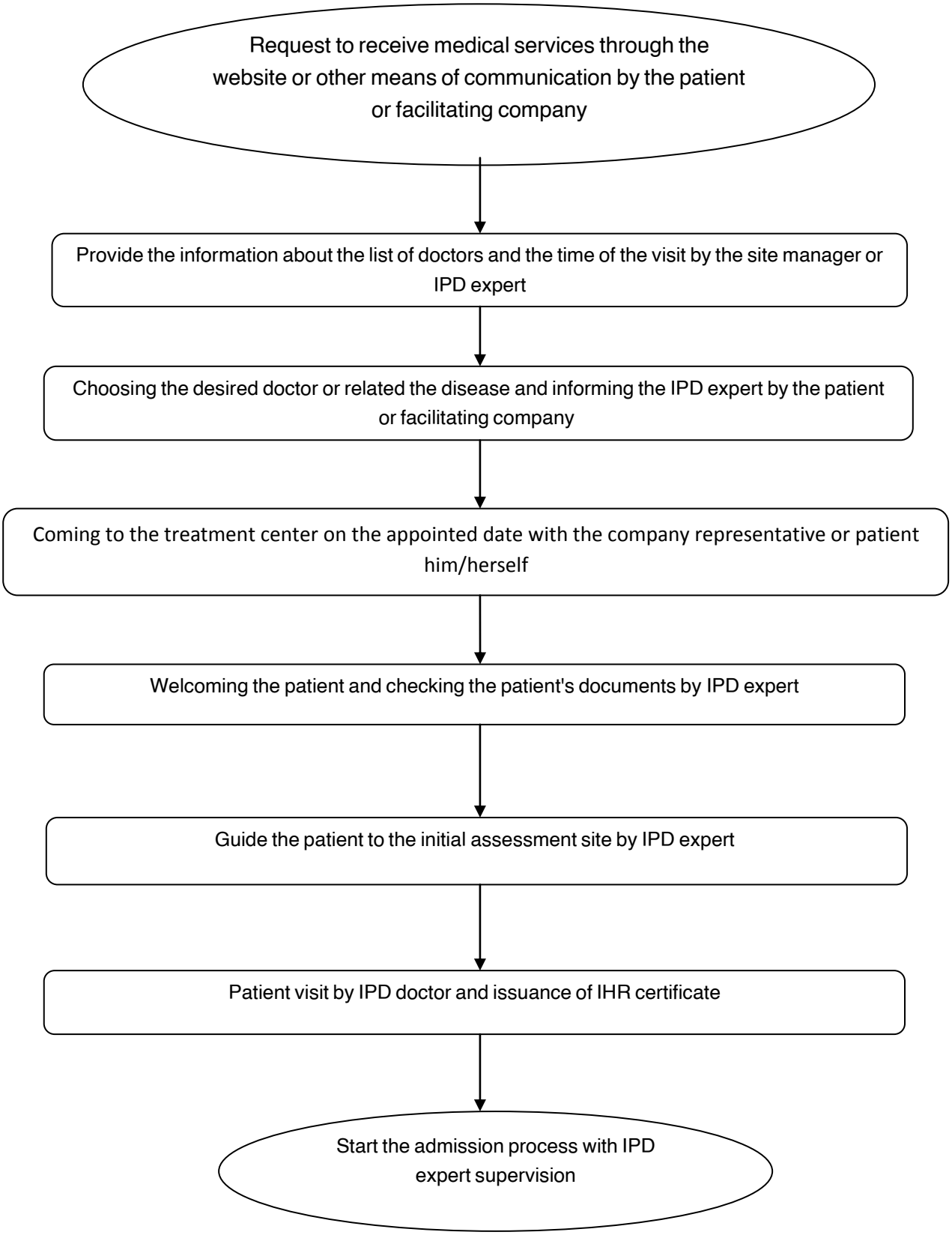Iternational patients appointment process