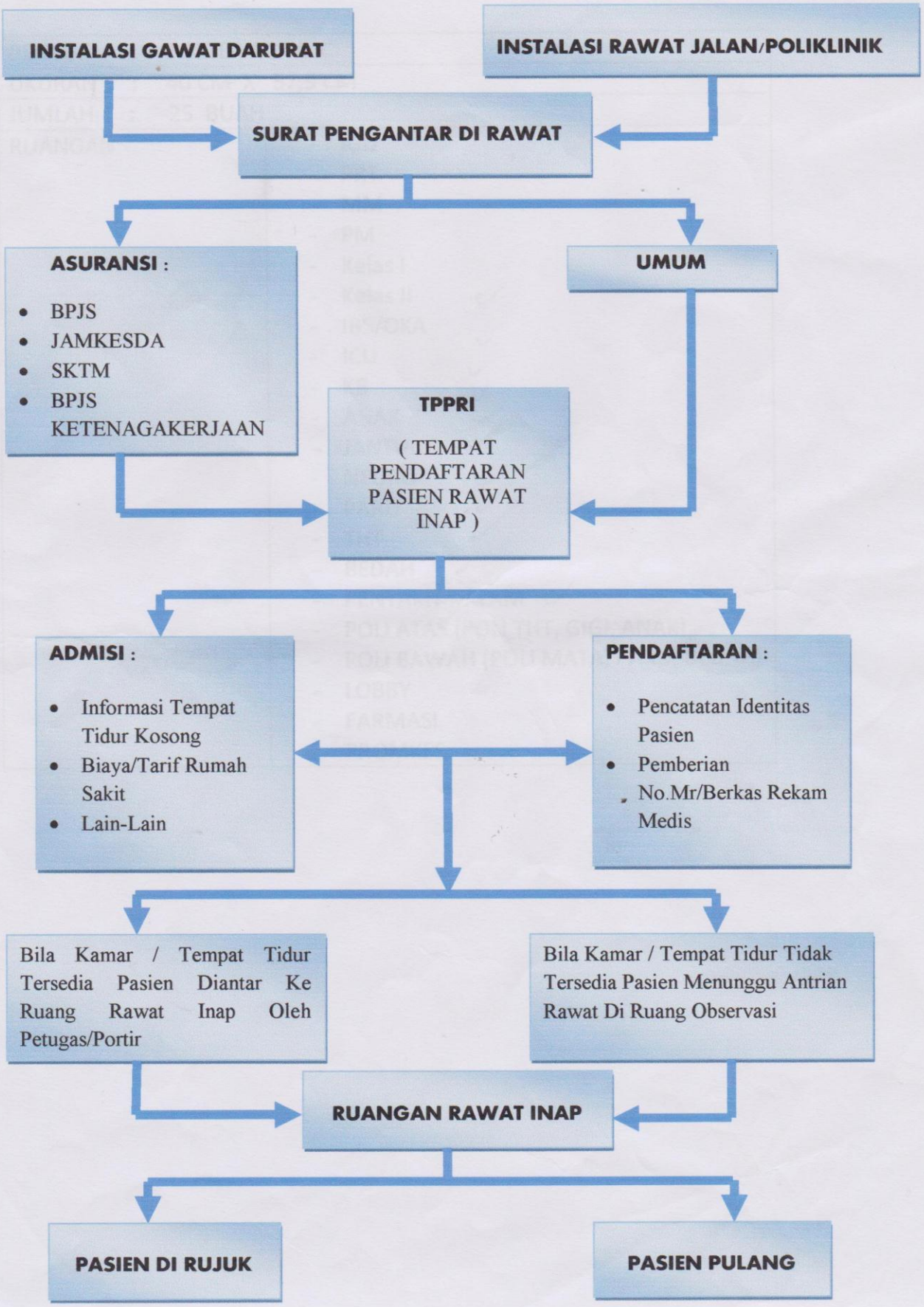ALUR PELAYANAN RAWAT INAP