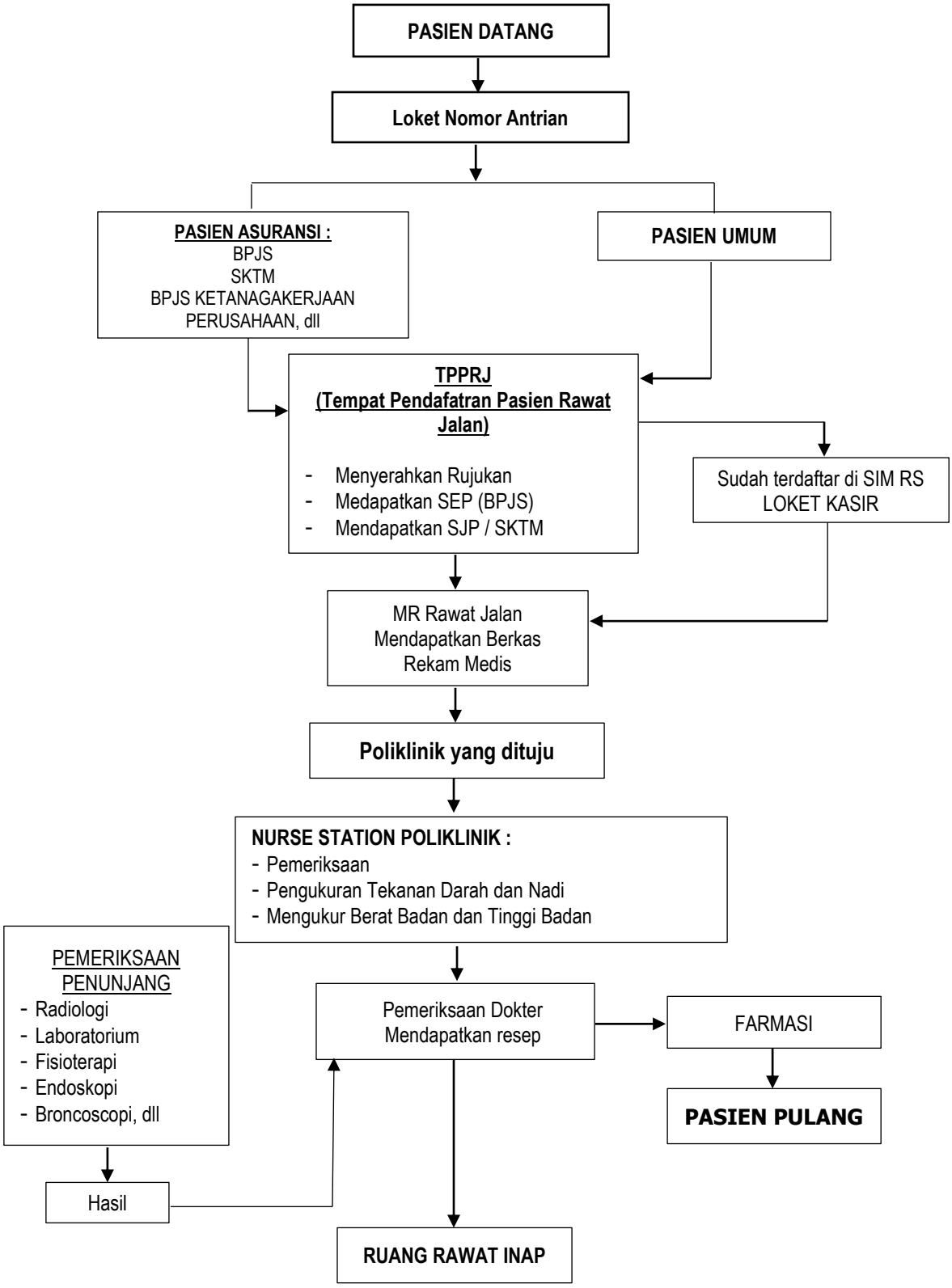ALUR PELAYANAN RAWAT JALAN