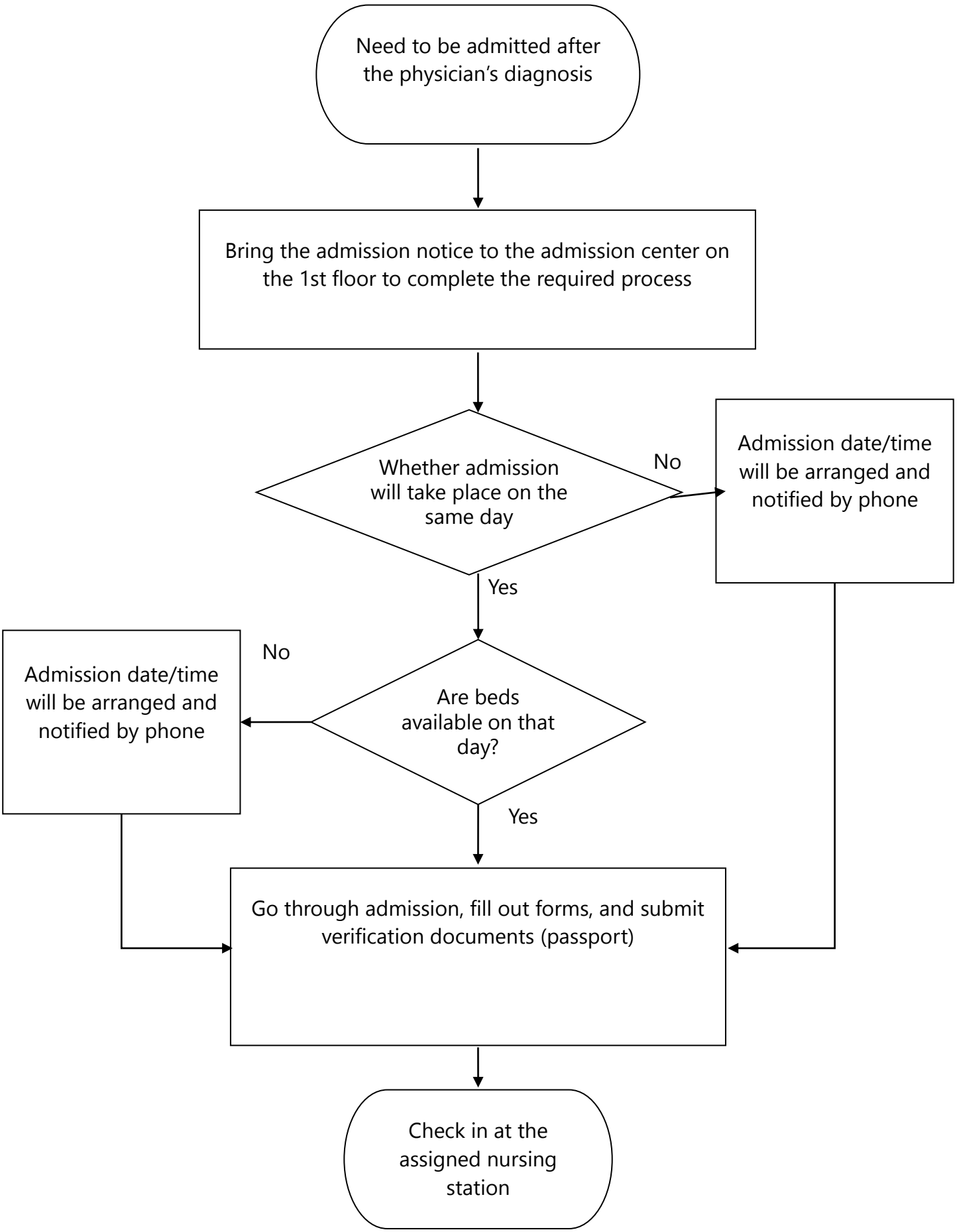Patient admission process