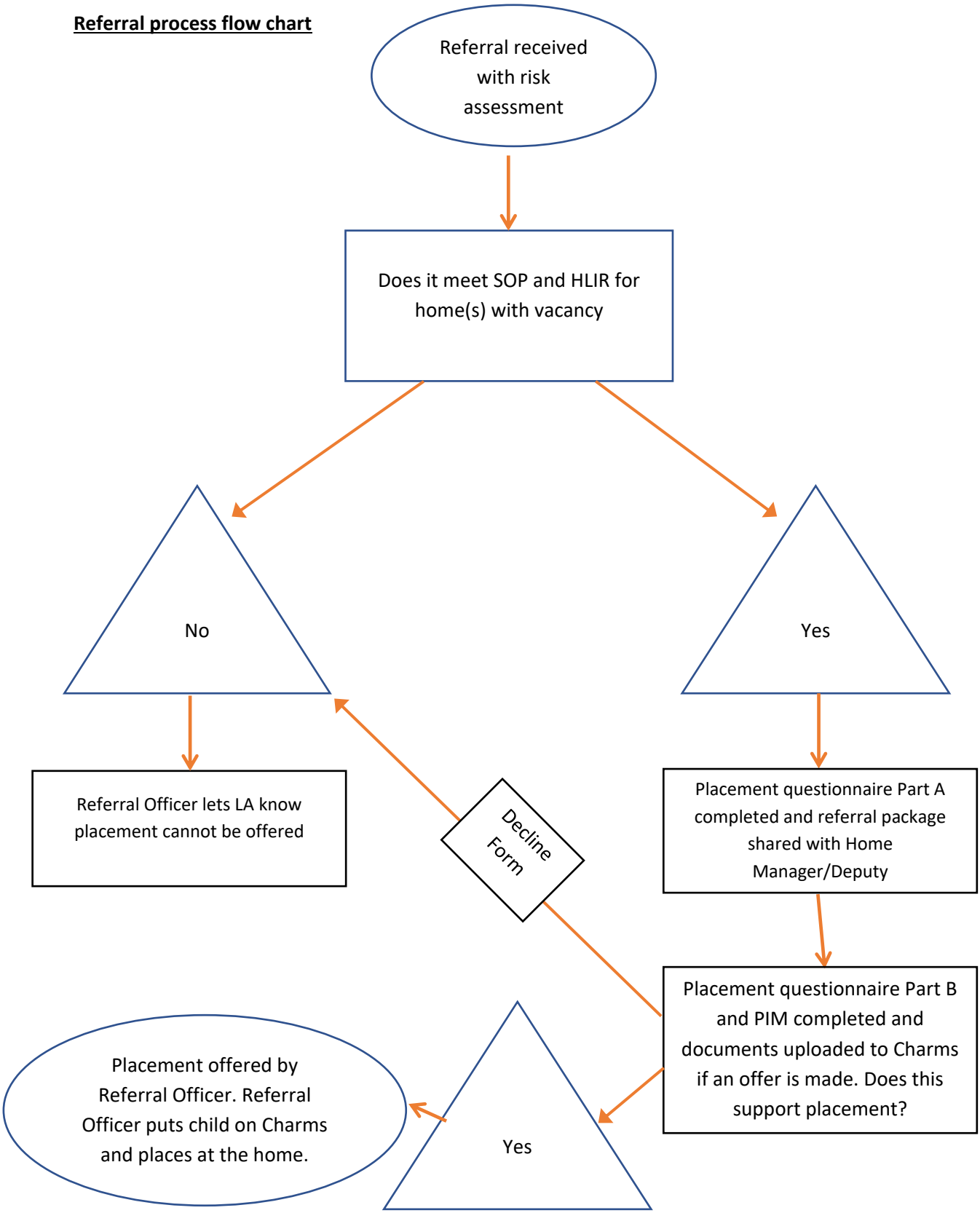Referral process flow chart