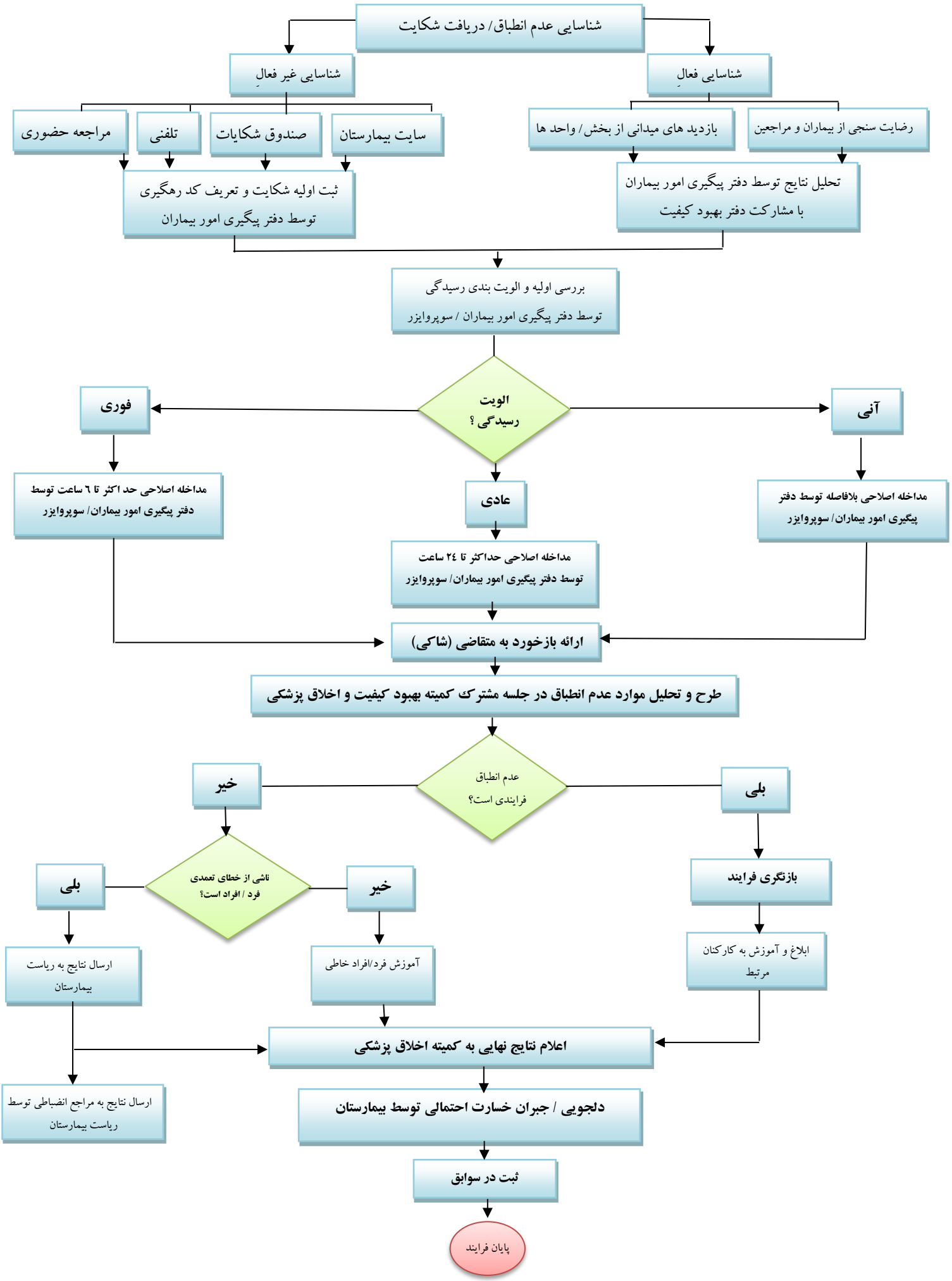پیگیری امور بیماران