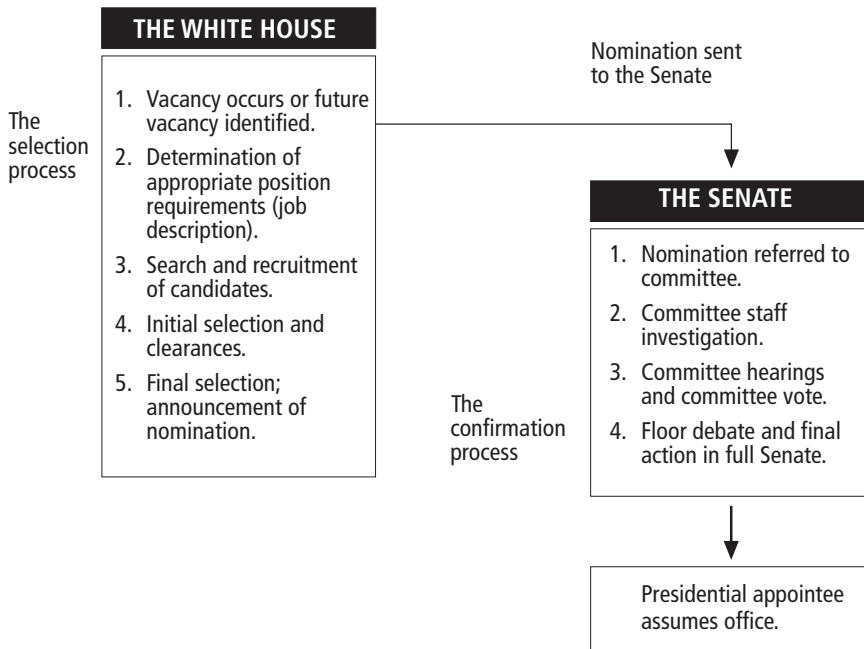


FIGURE 11-2 **The Appointments Process**



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