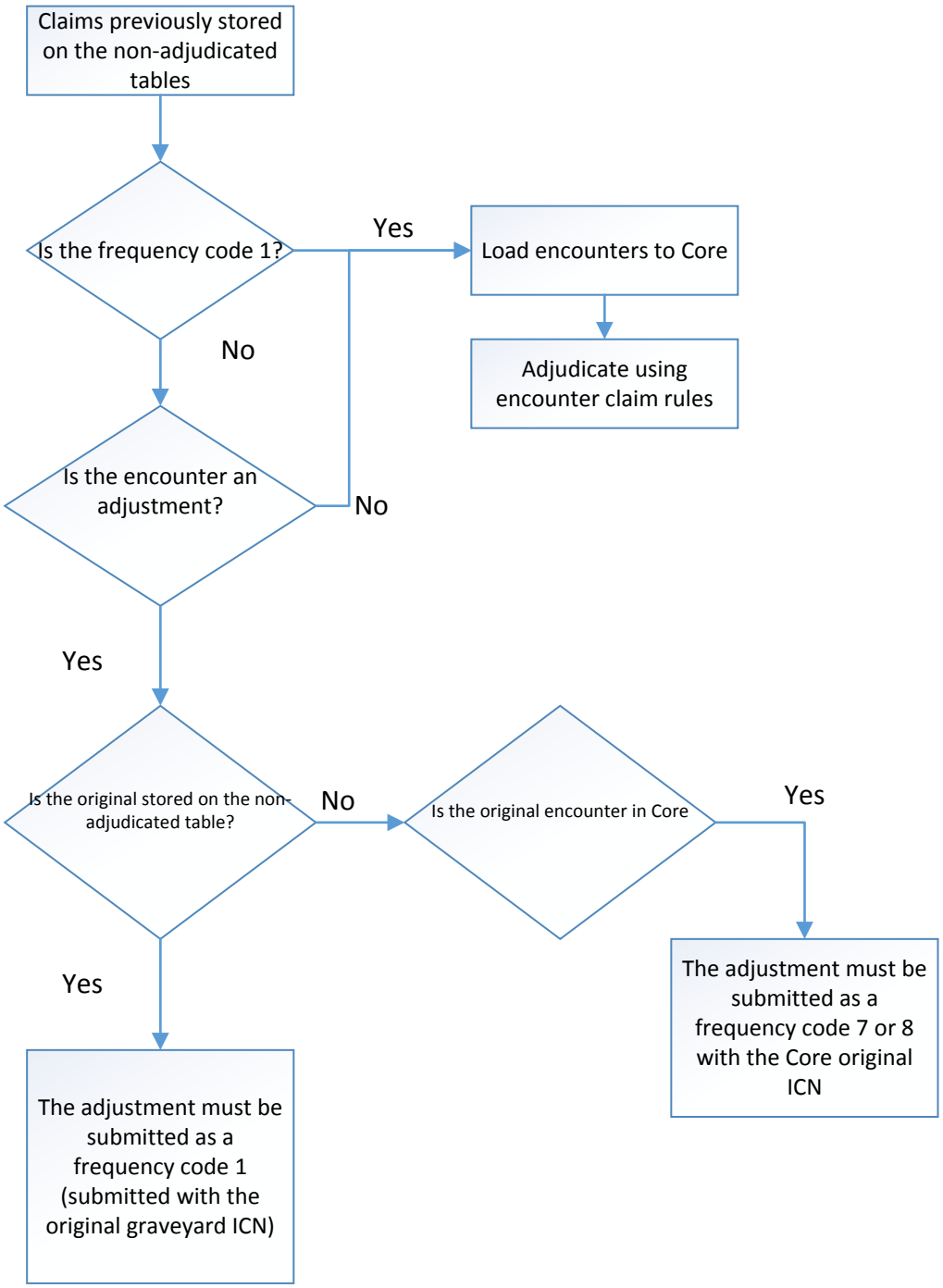New Encounter Workflow