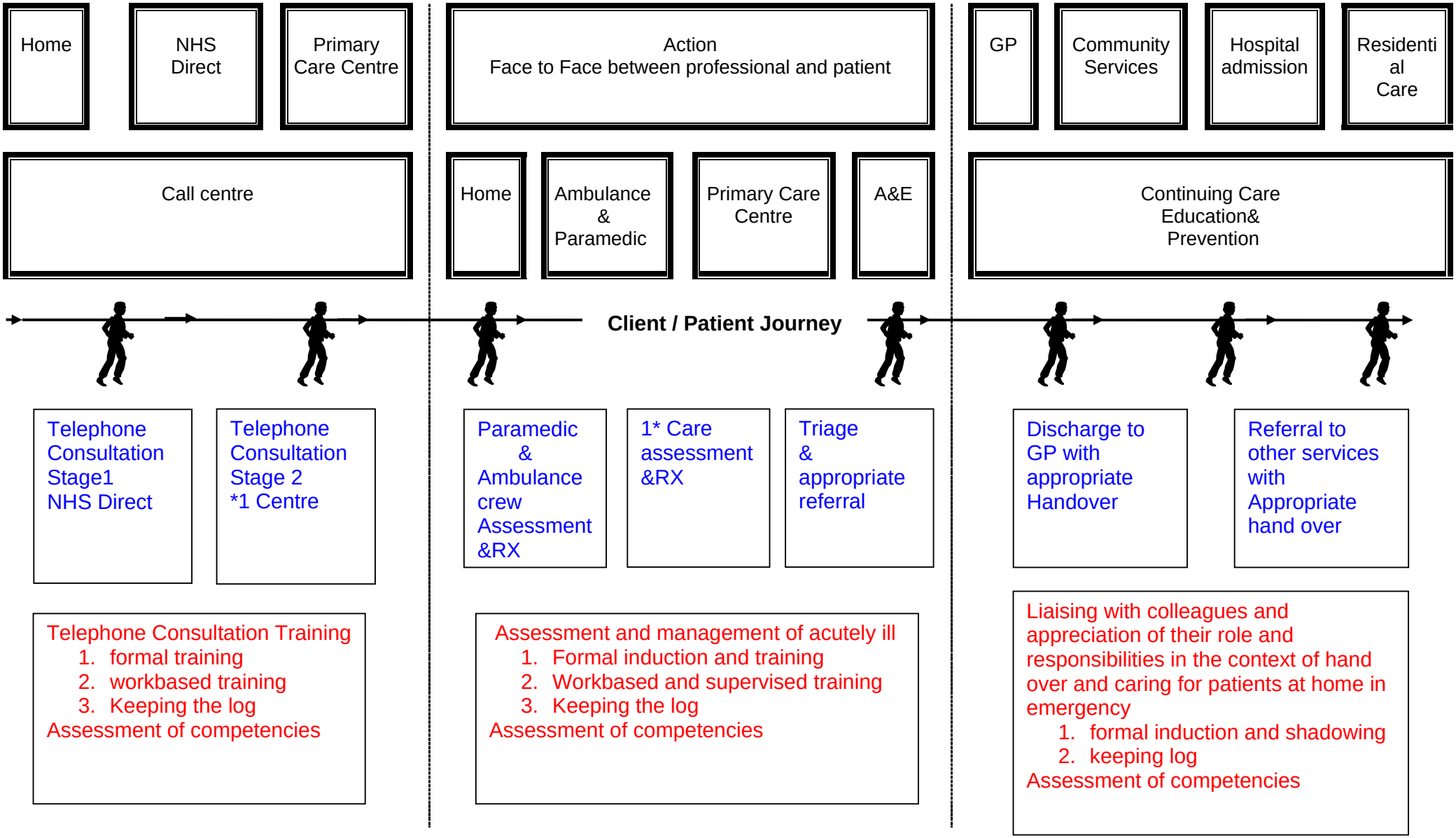OOH CARE PATHWAYS : PATIENT'S JOURNEY