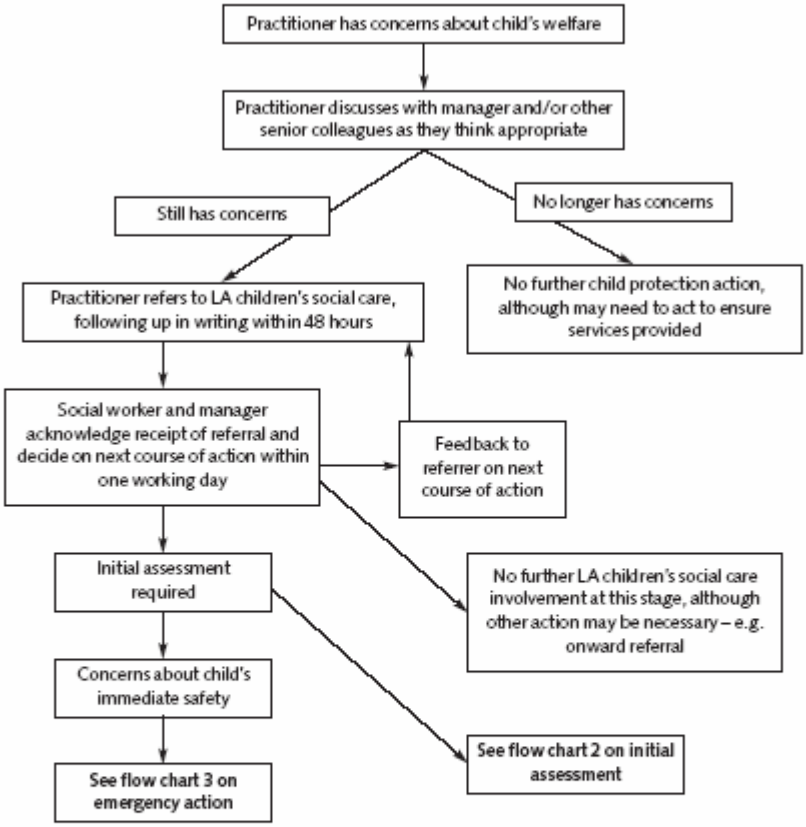Flow chart 1: Referral