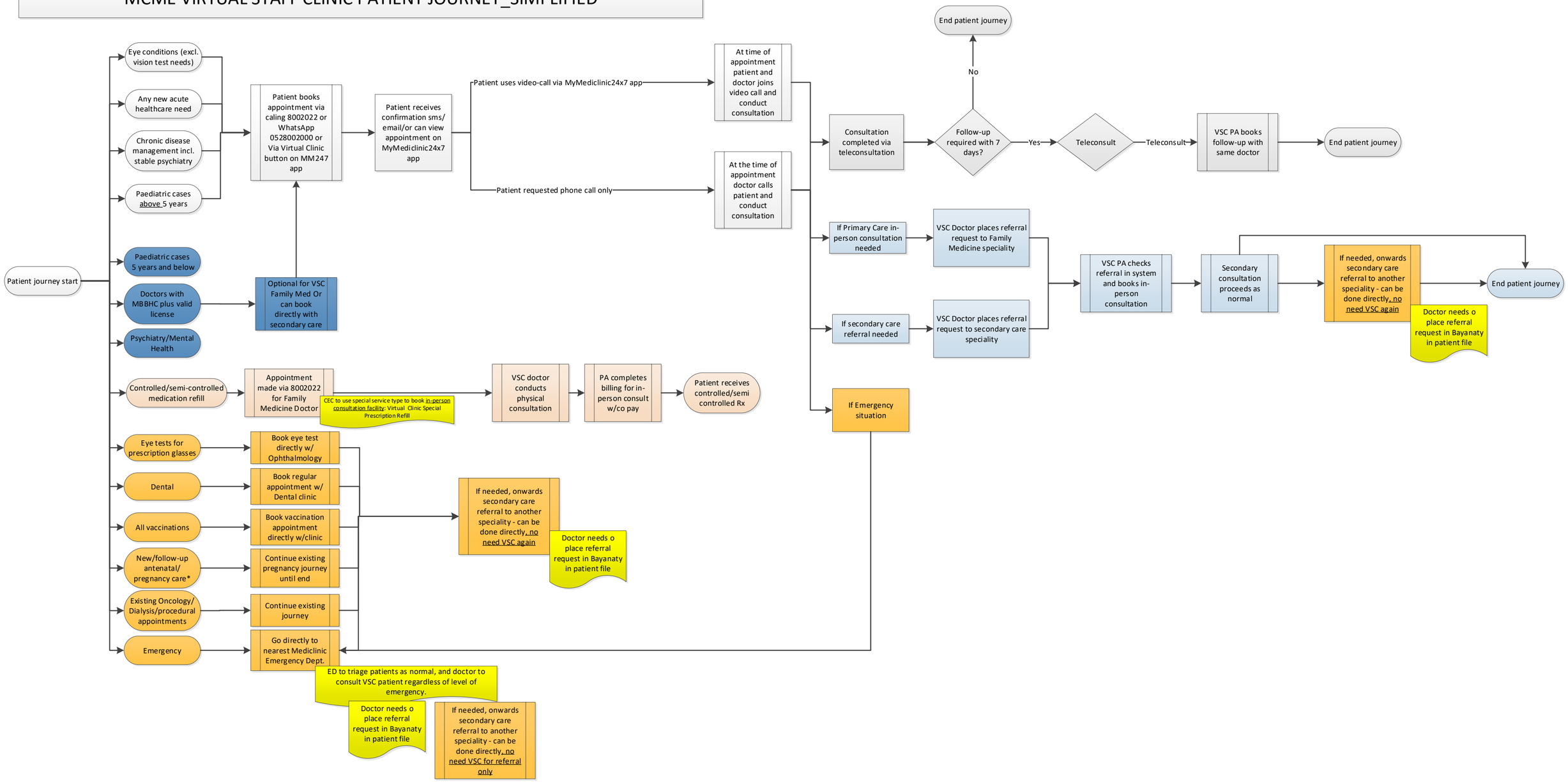MCME VIRTUAL STAFF CLINIC PATIENT JOURNEY_SIMPLIFIED