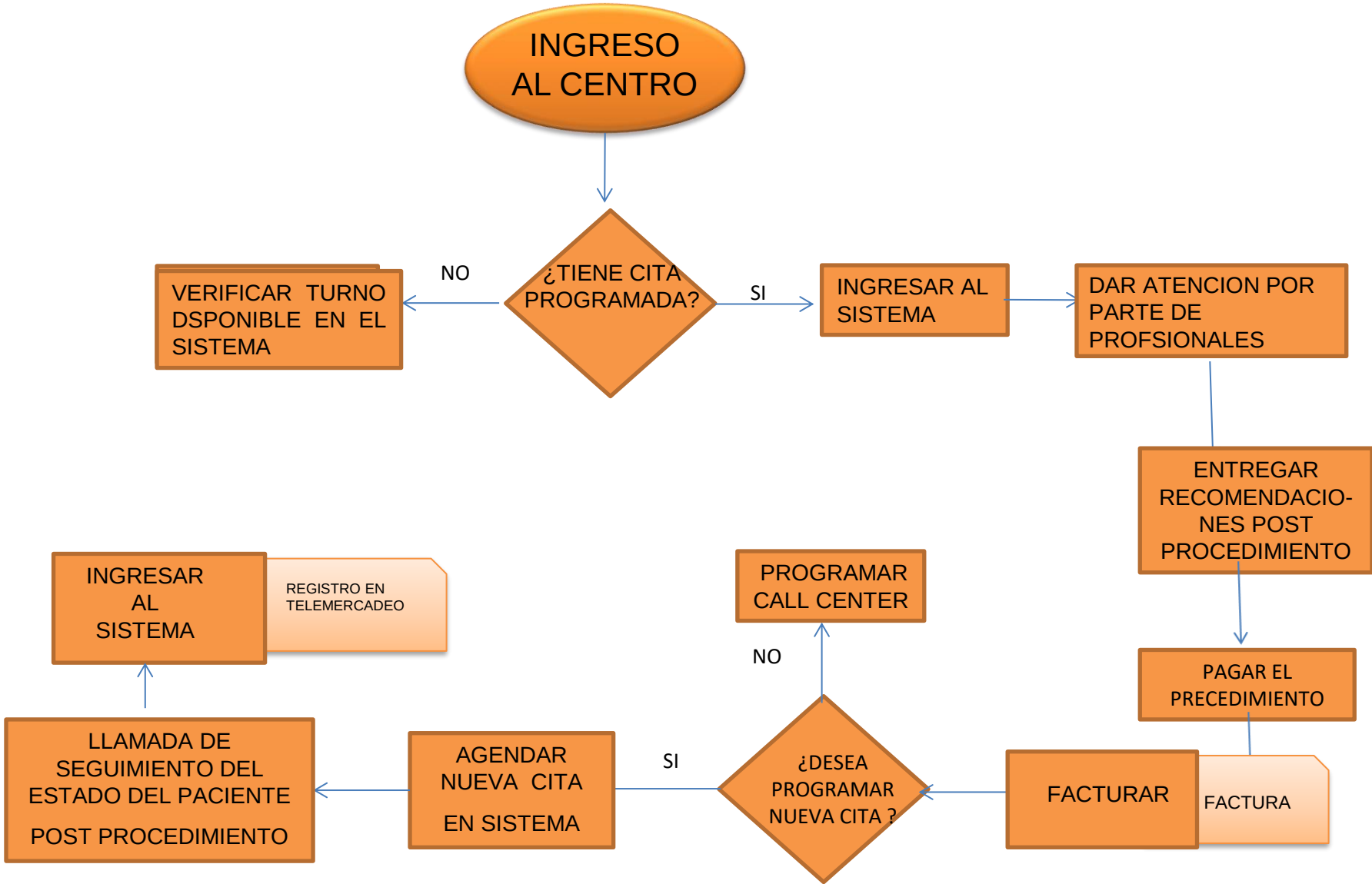RUTA DE ATENCION AL PACIENTE