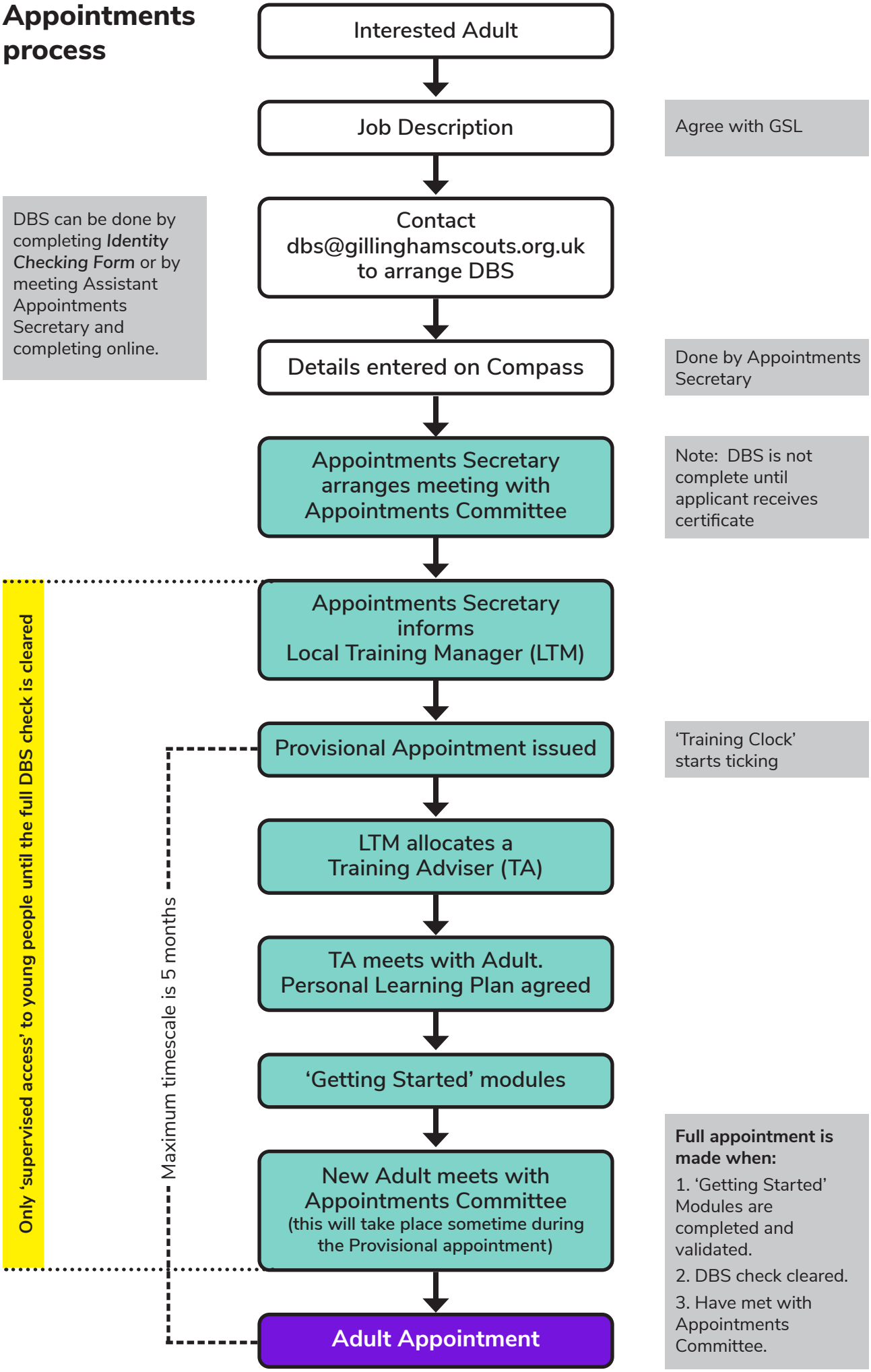Appointments process