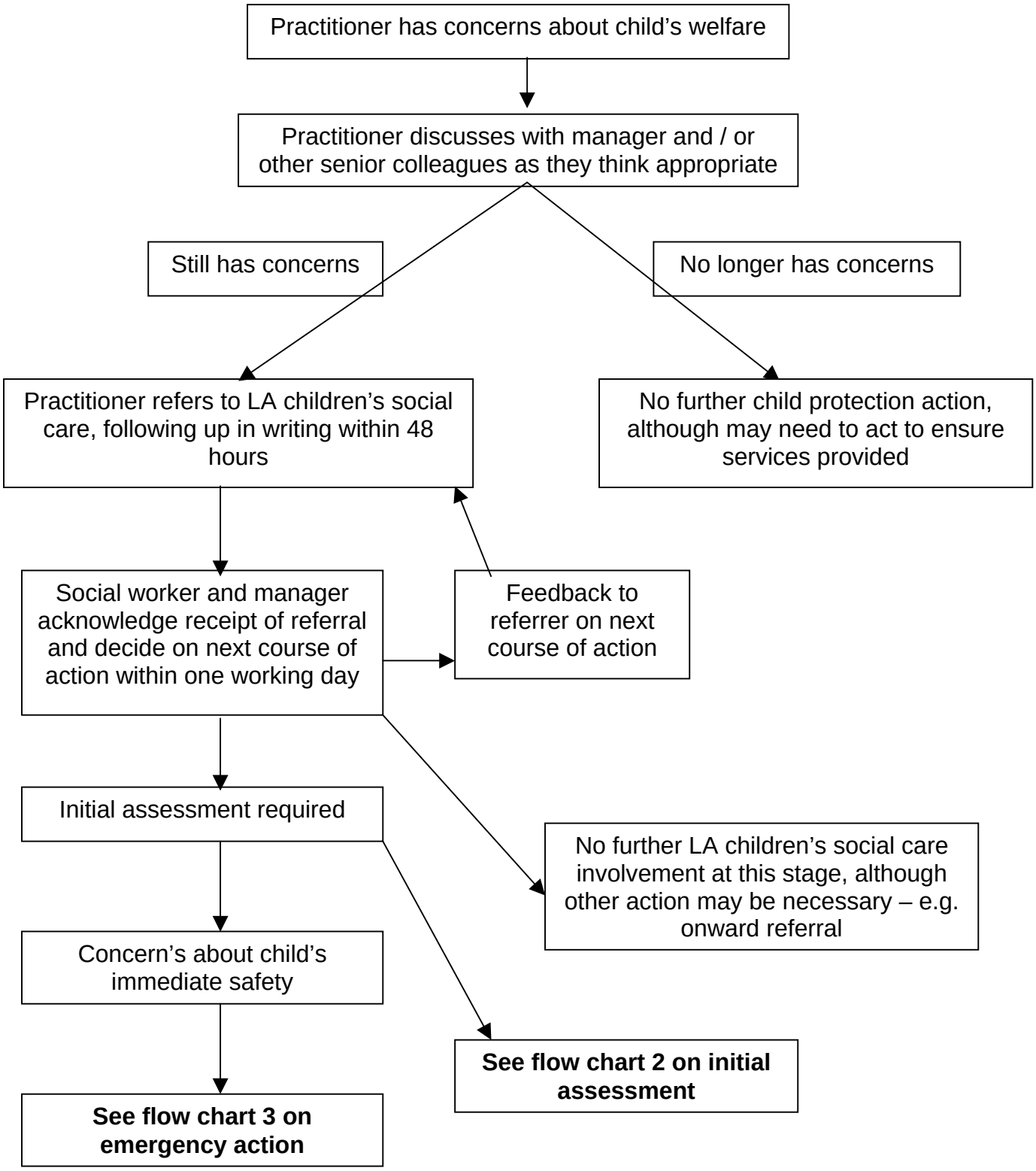Flow Chart 1: Referral