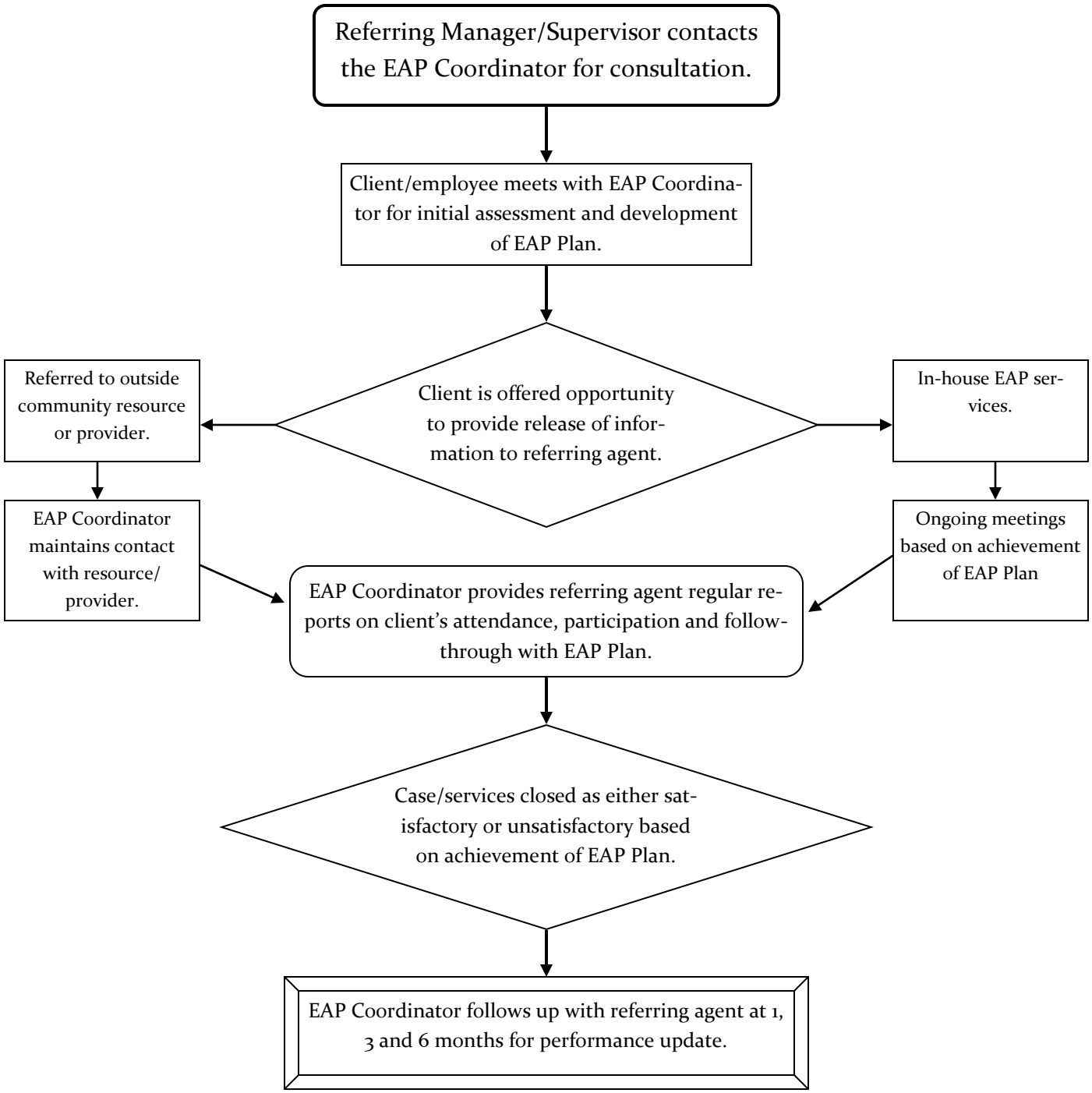Formal Referral Process Flow Chart