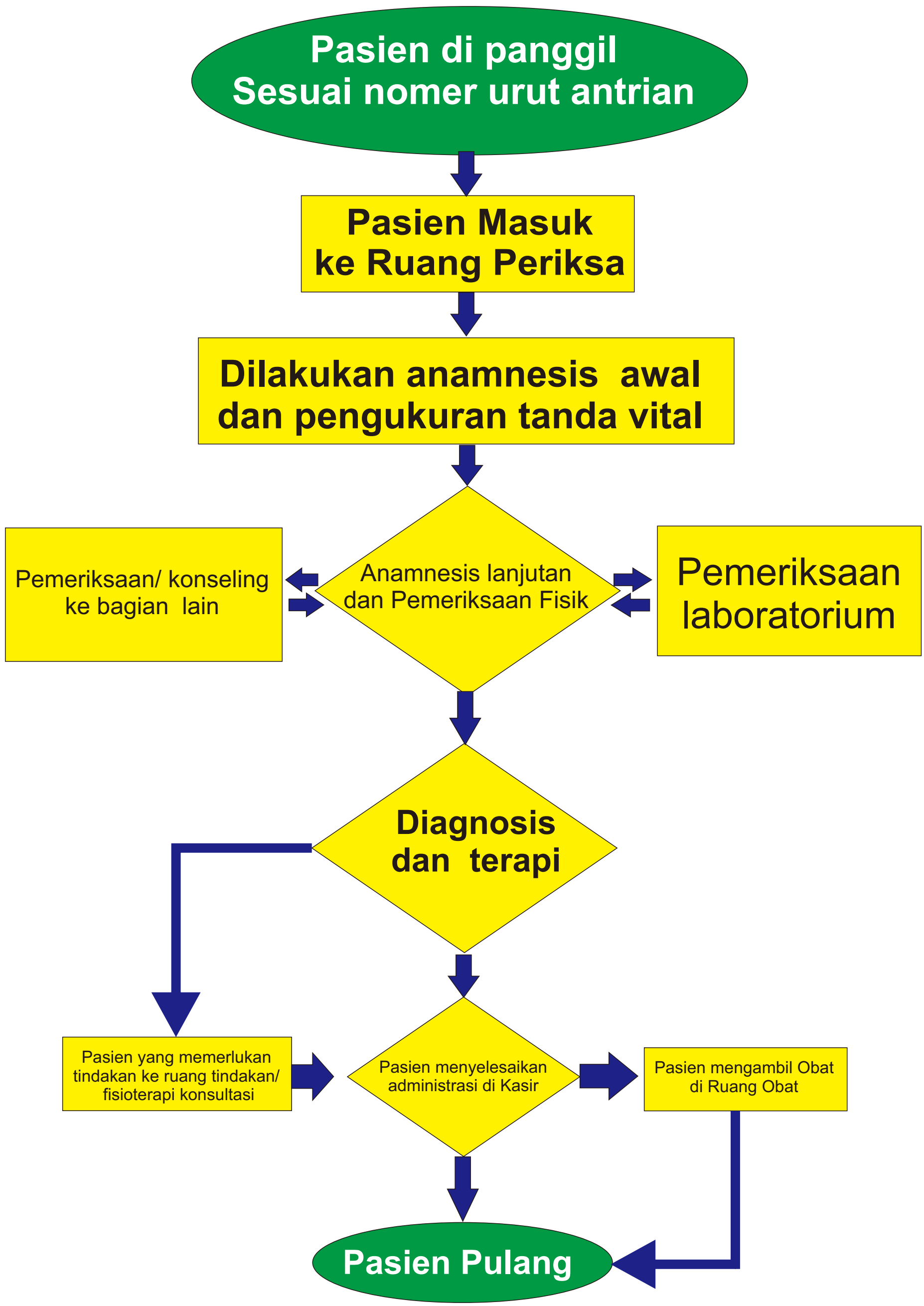ALUR PELAYANAN PEMERIKSAAN UMUM