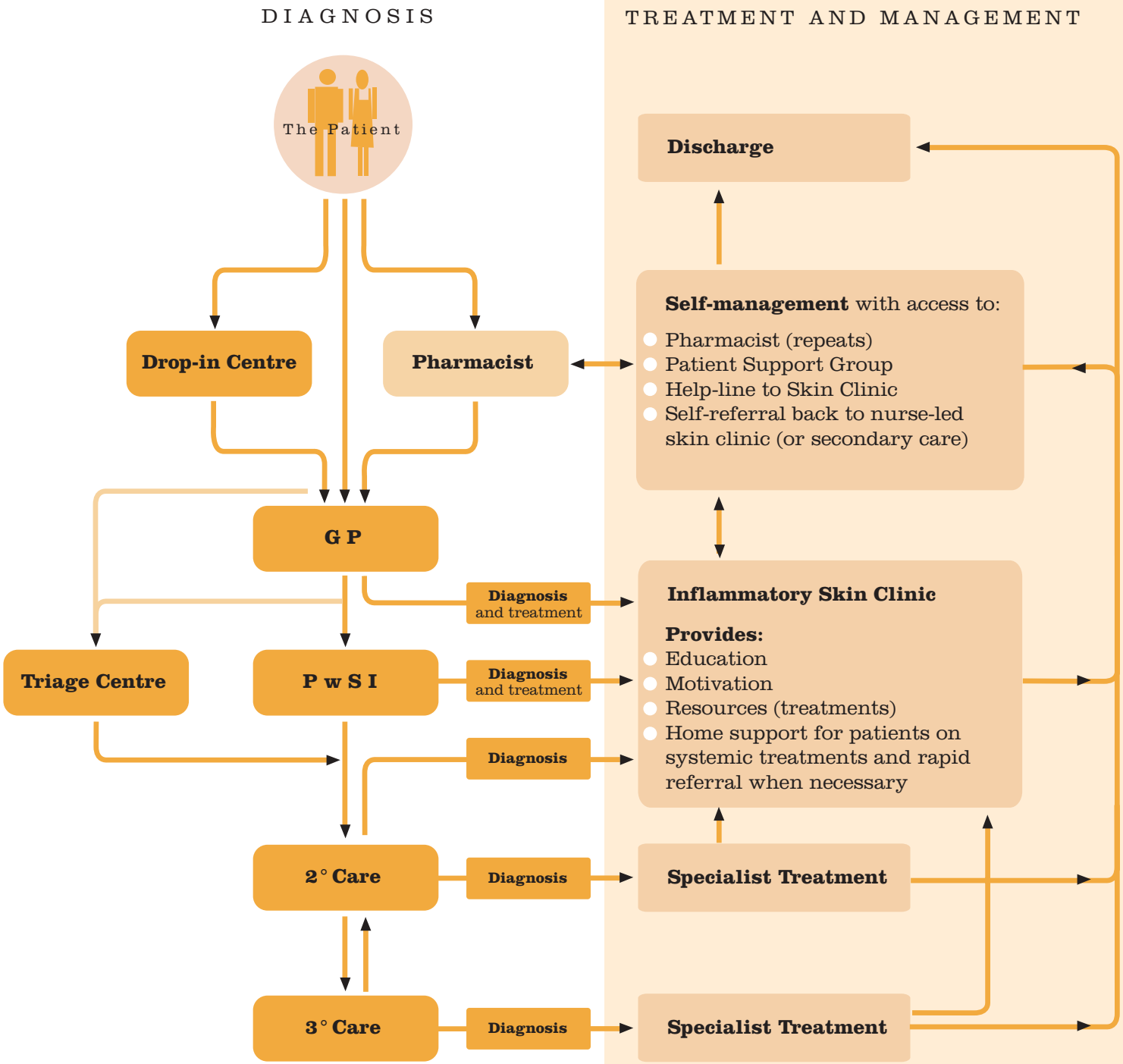Dermatology Patient Journey