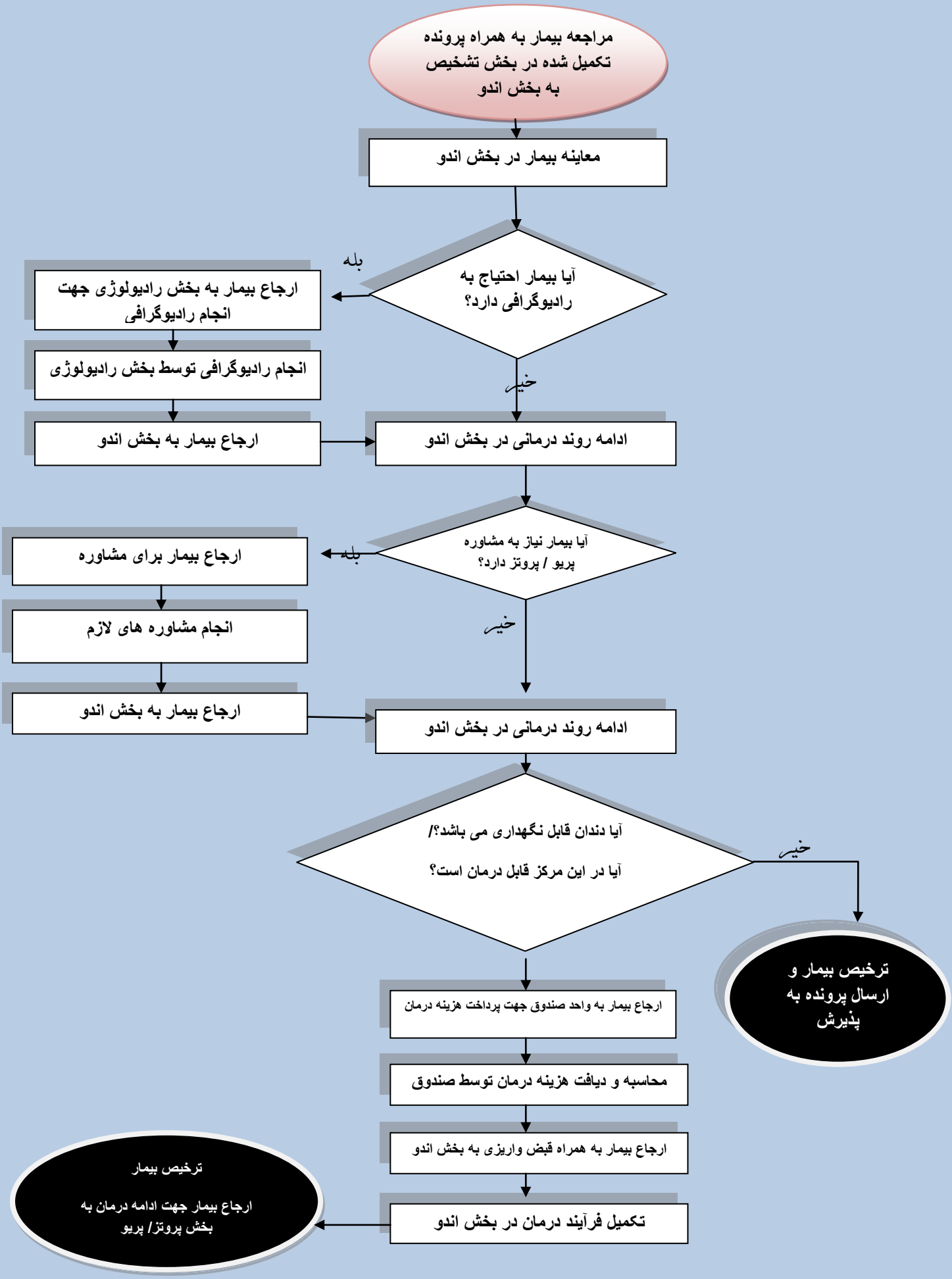فرآیند پذیرش بیمار در بخش اندو