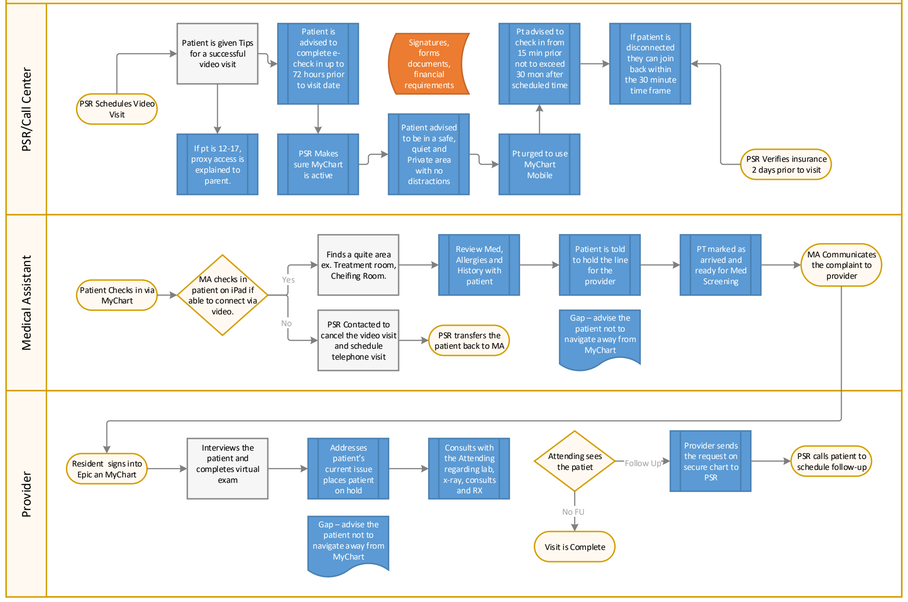Telehealth Workflow