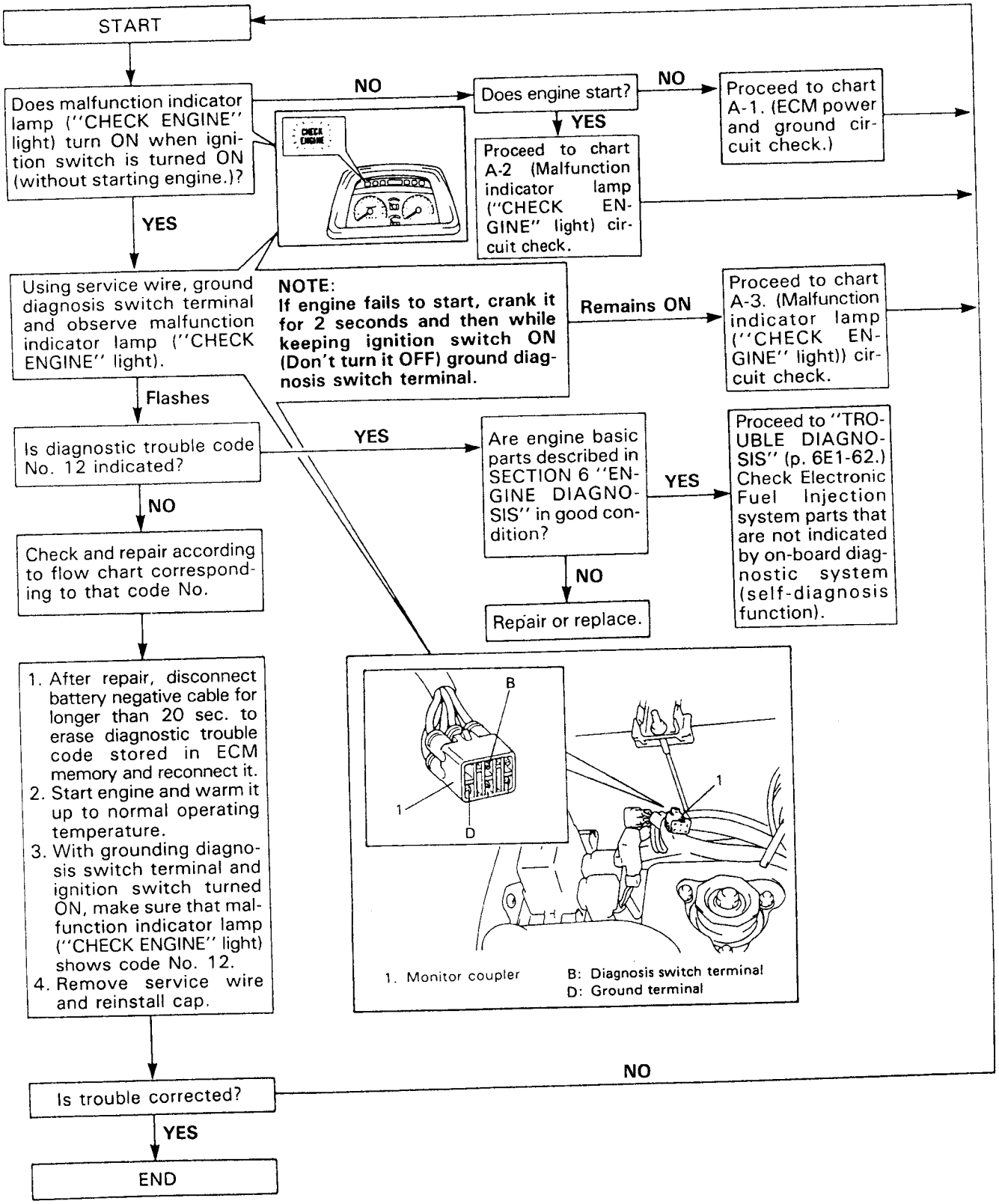DIAGNOSTIC FLOW CHART