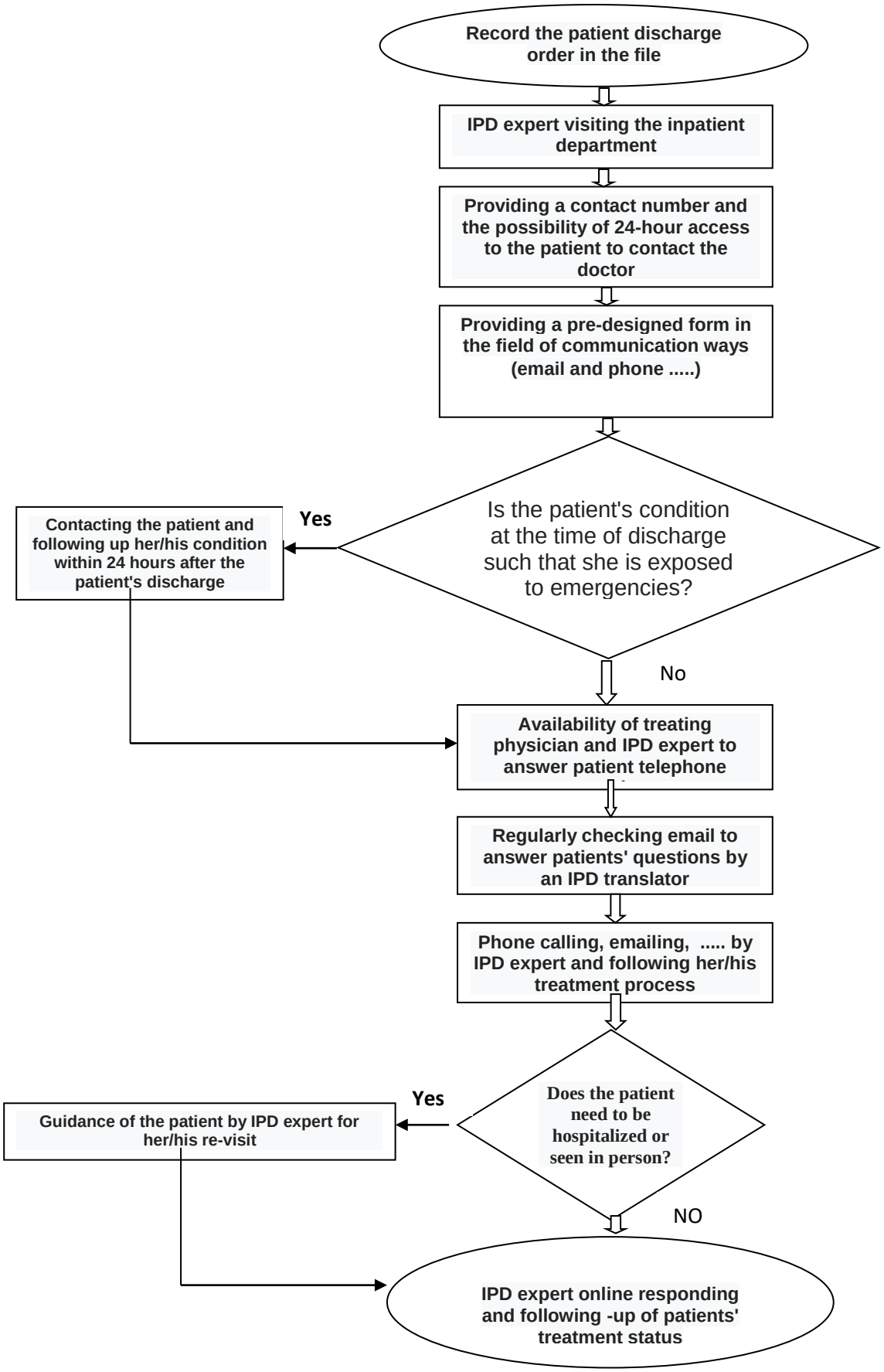Process Title: Communication with the patient after discharge by IPD unit