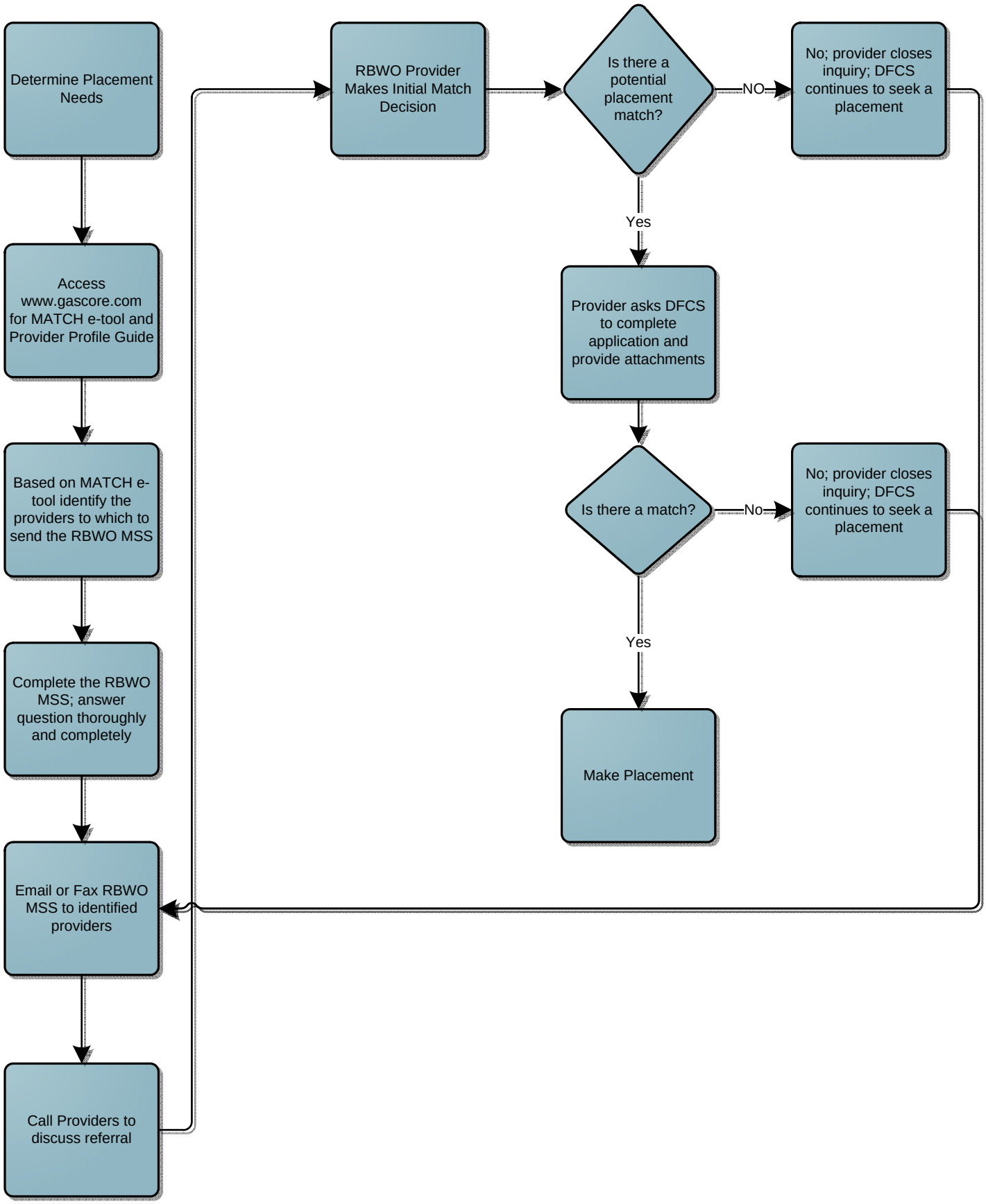RBWO Referral Process