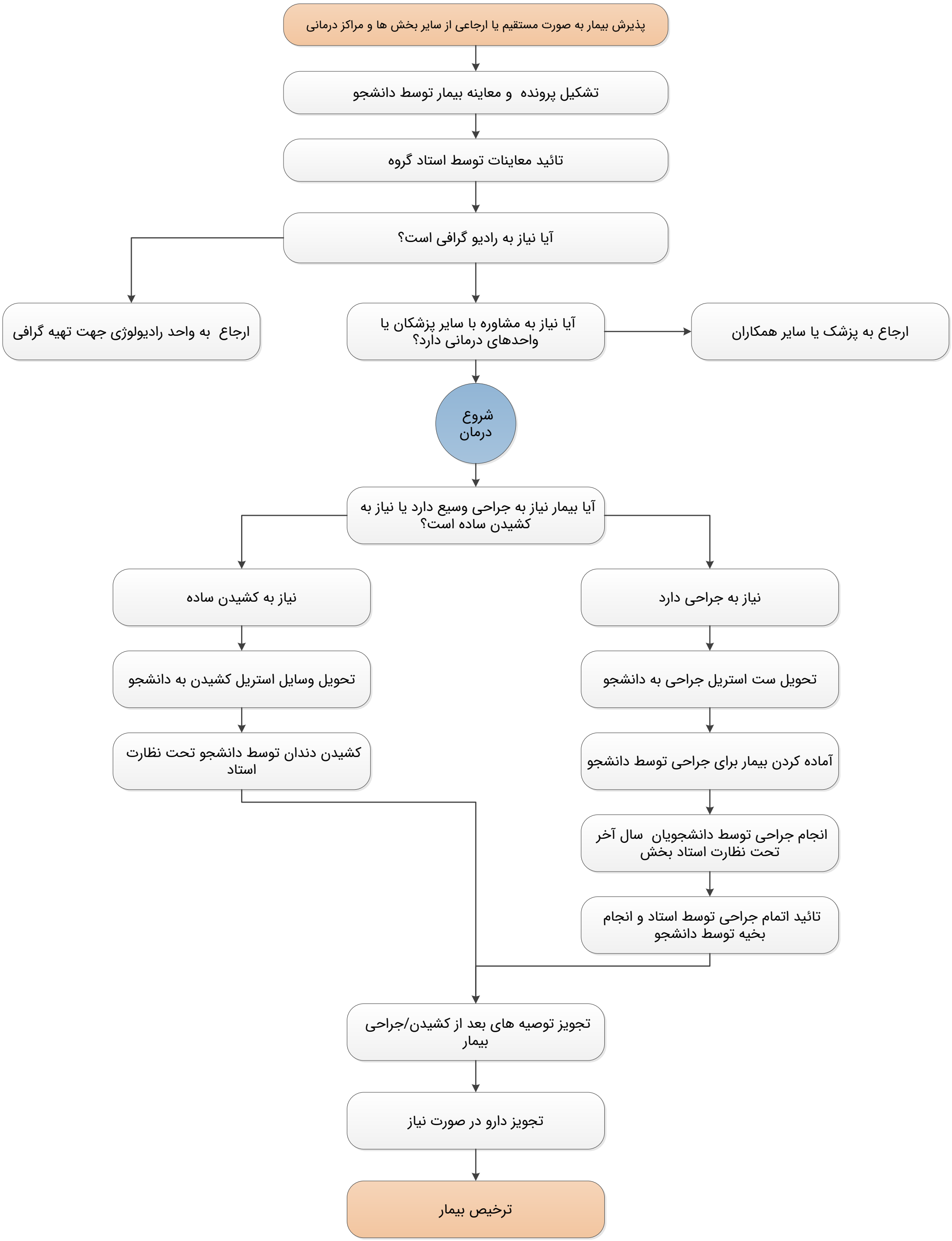فرایند کاری بخش جراحی