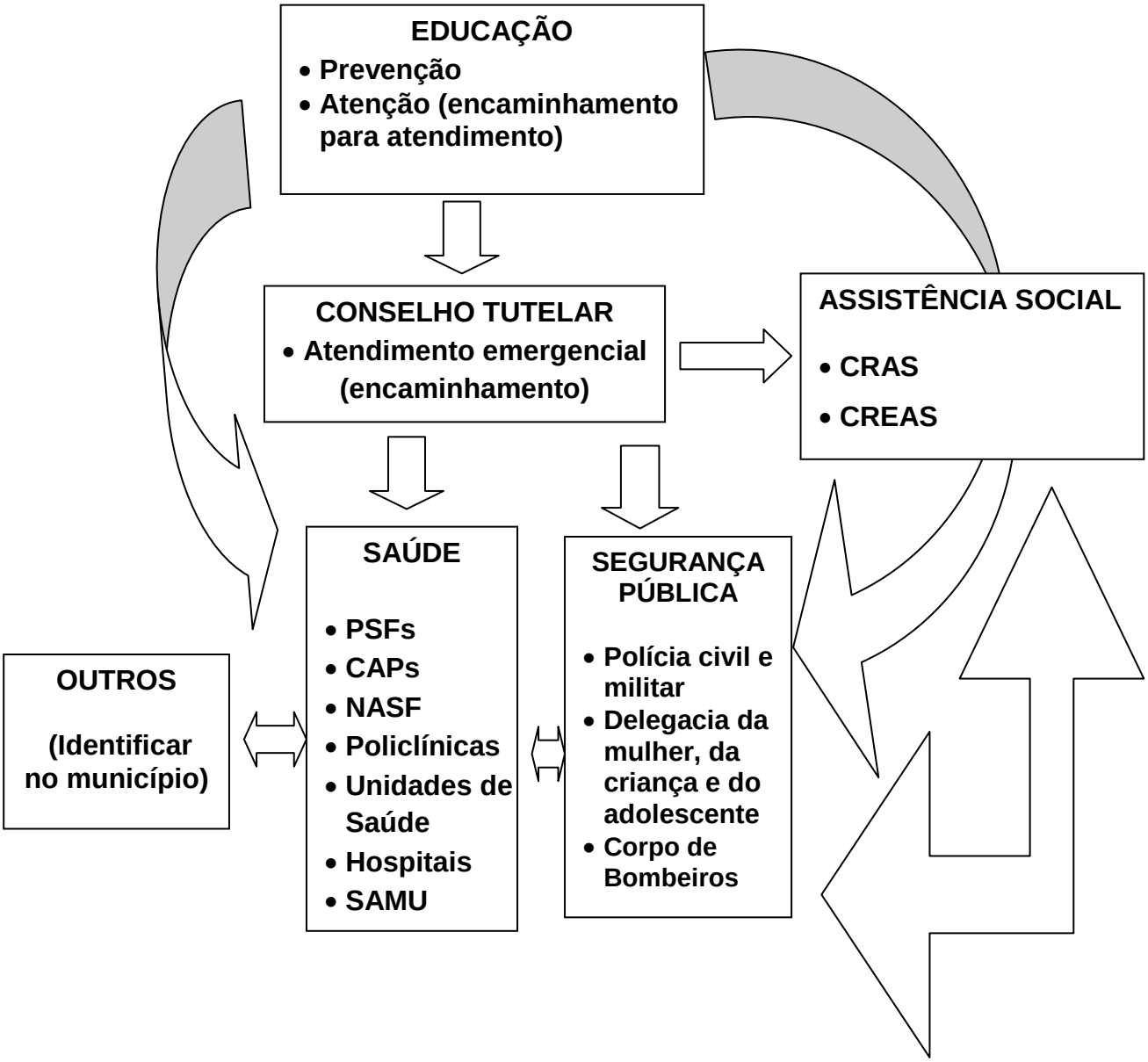7 FLUXO DA ATENÇÃO E DO ATENDIMENTO