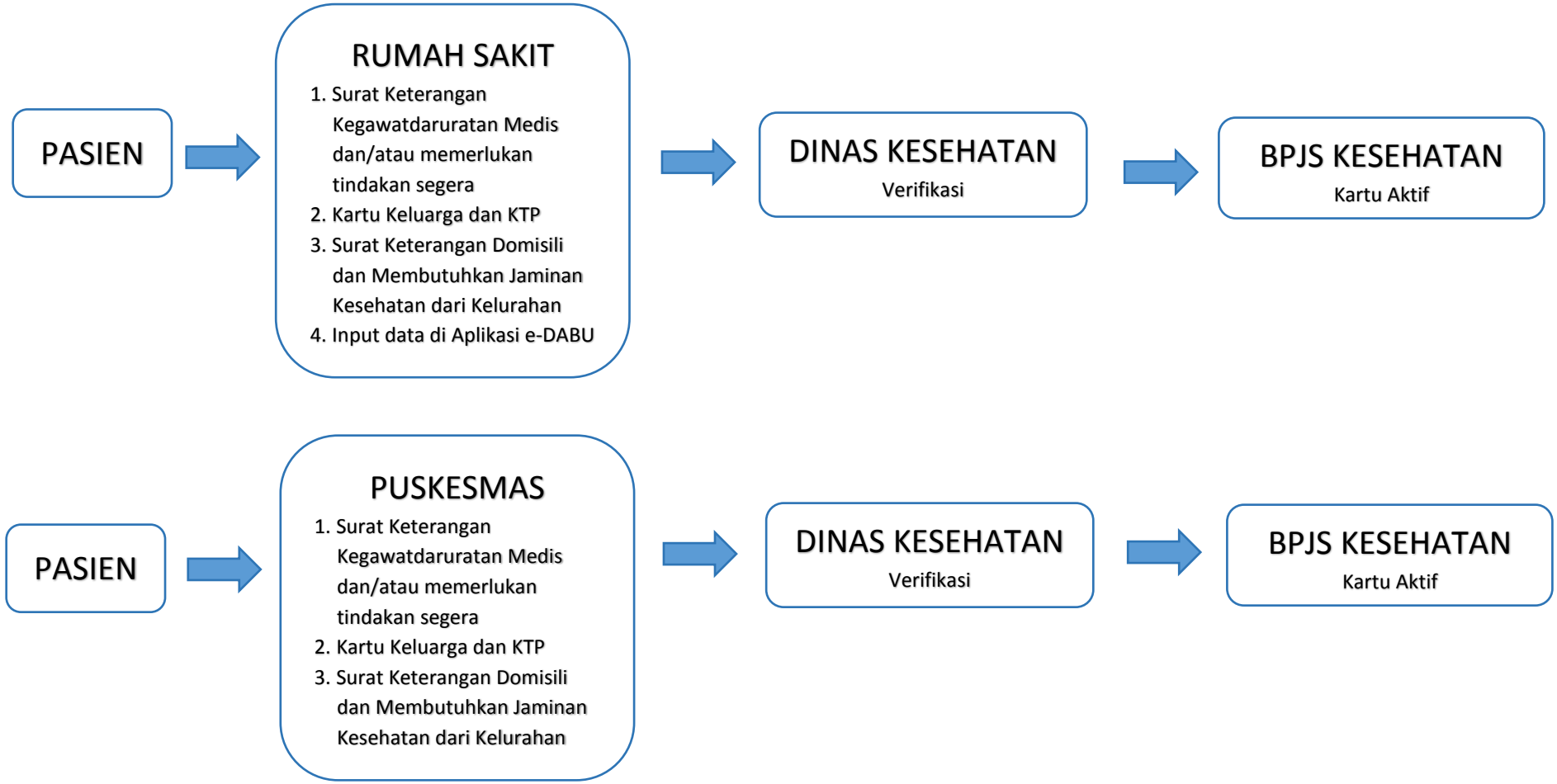ALUR PELAYANAN JAMINAN KESEHATAN UNTUK WARGA KOTA PADANG