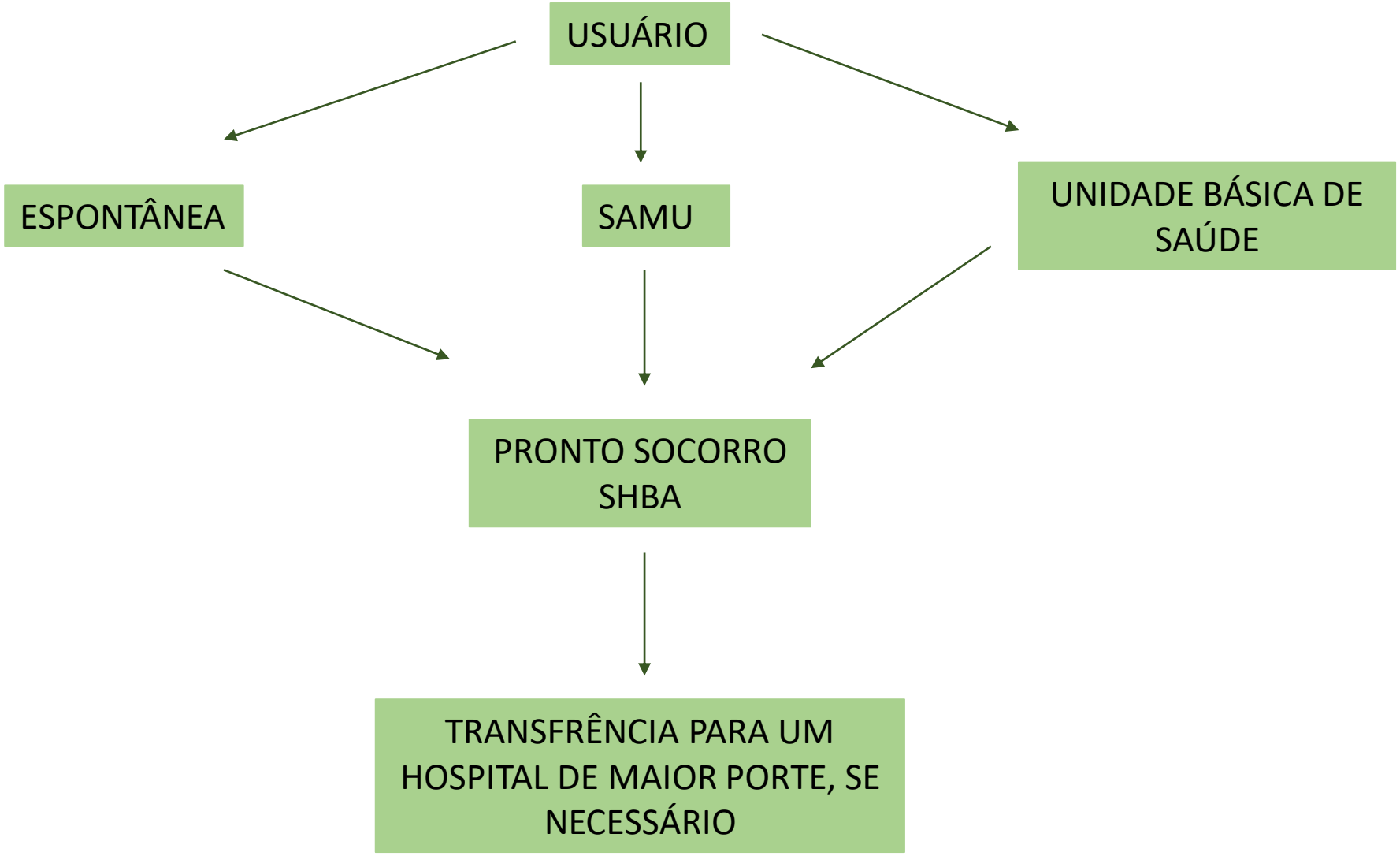FLUXOGRAMA DE ENCAMINHAMENTO URGÊNCIA E EMERGÊNCIA