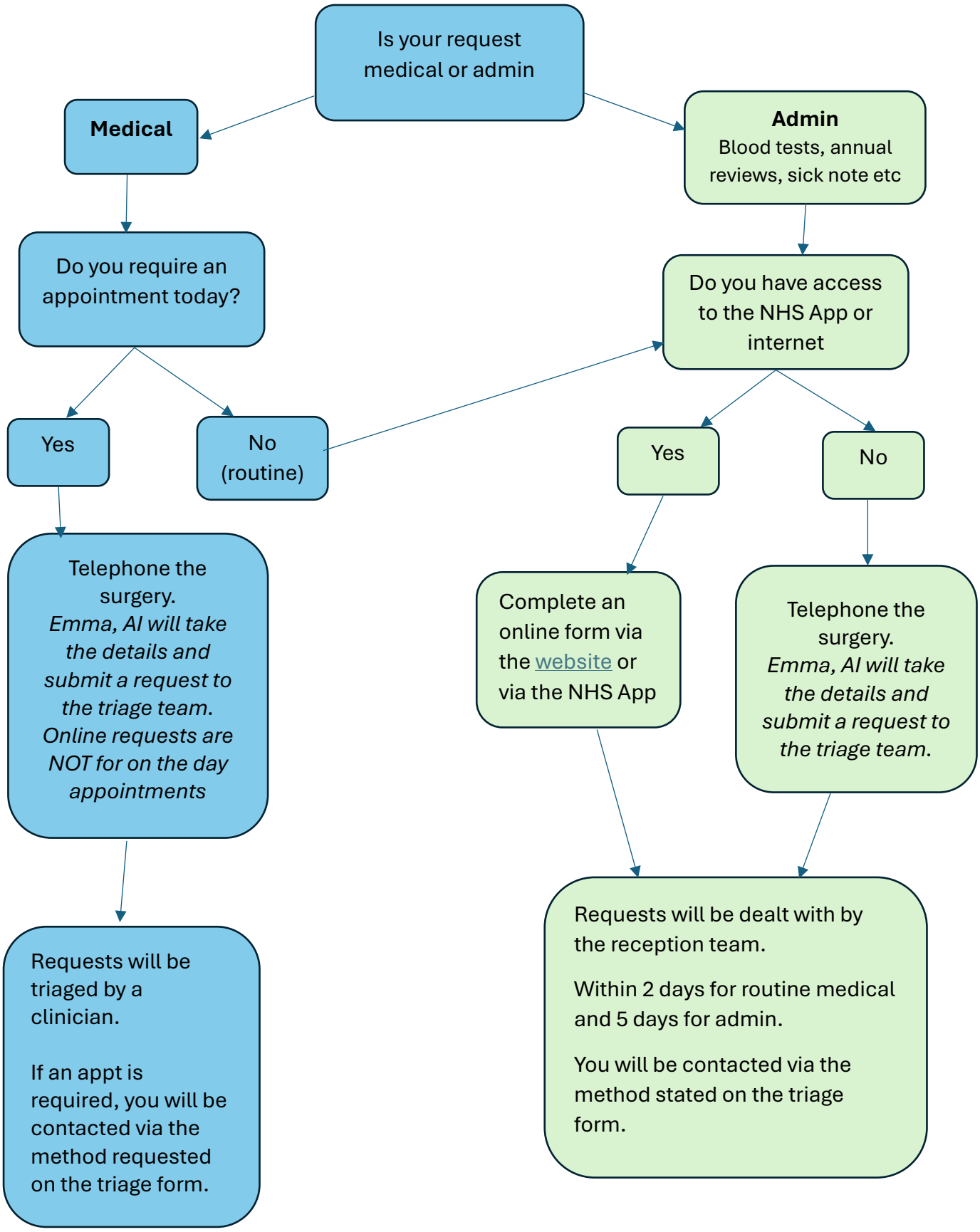Guide on how to contact the practice for medical and admin requests