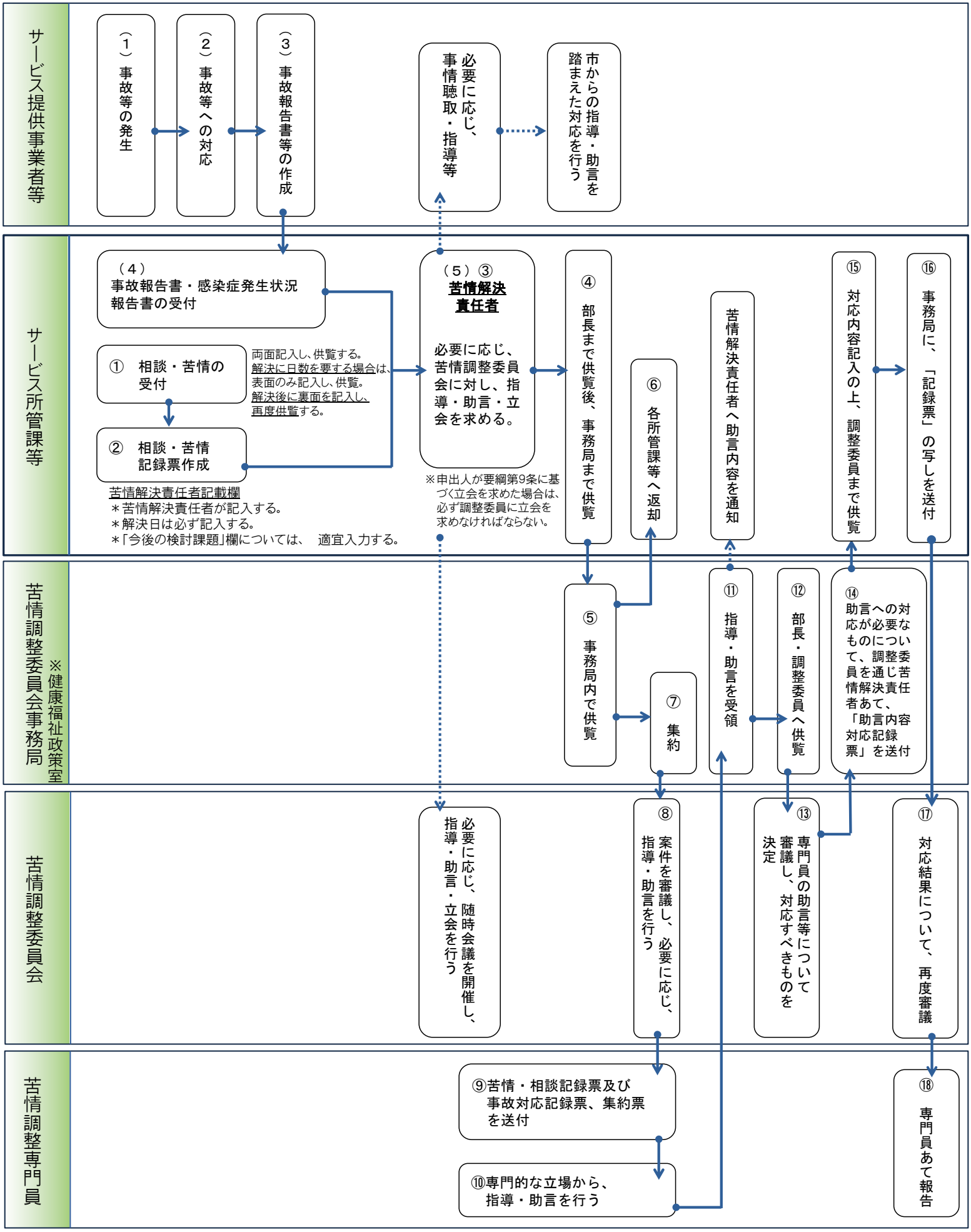相談･苦情記録票及び事故報告対応記録票フロー