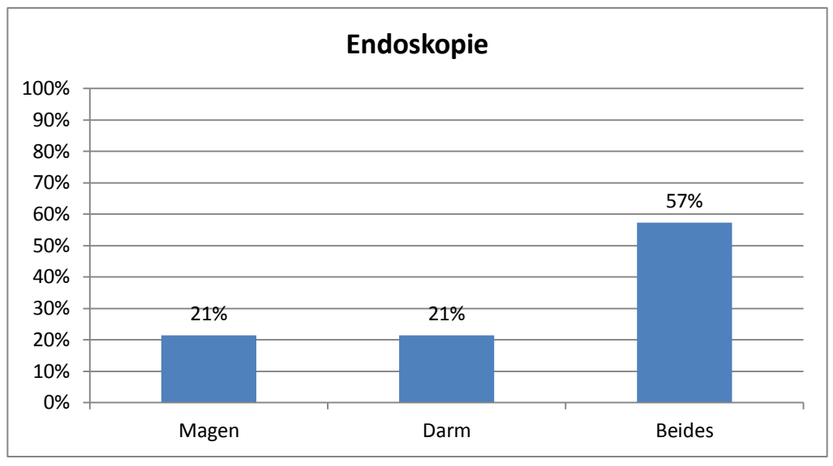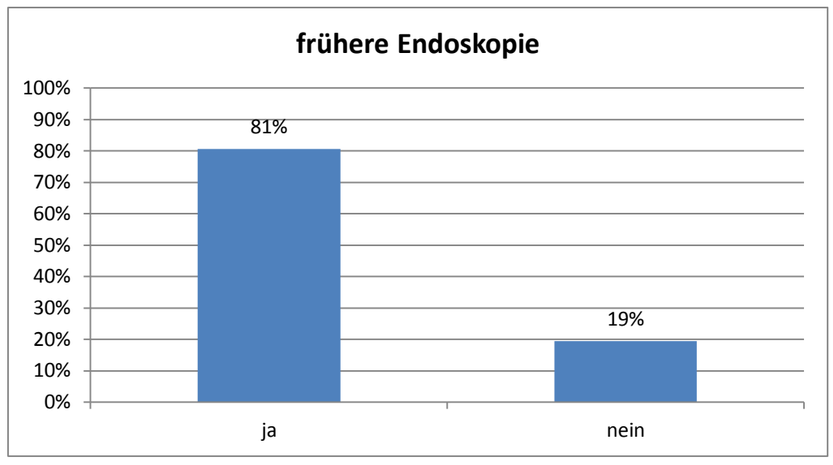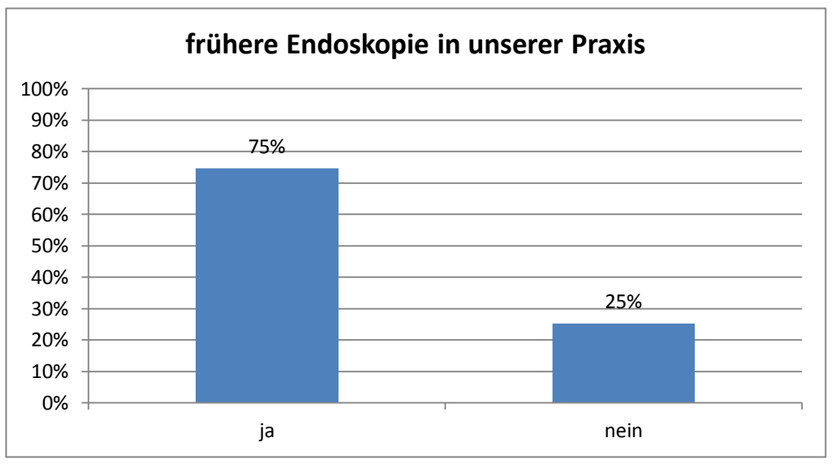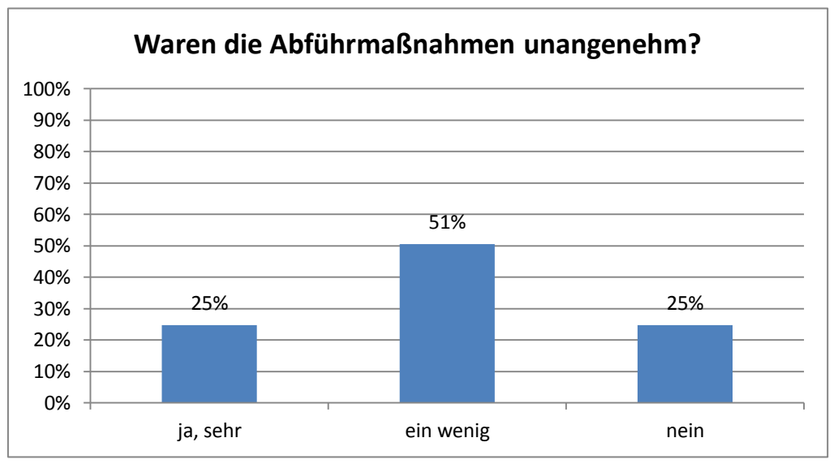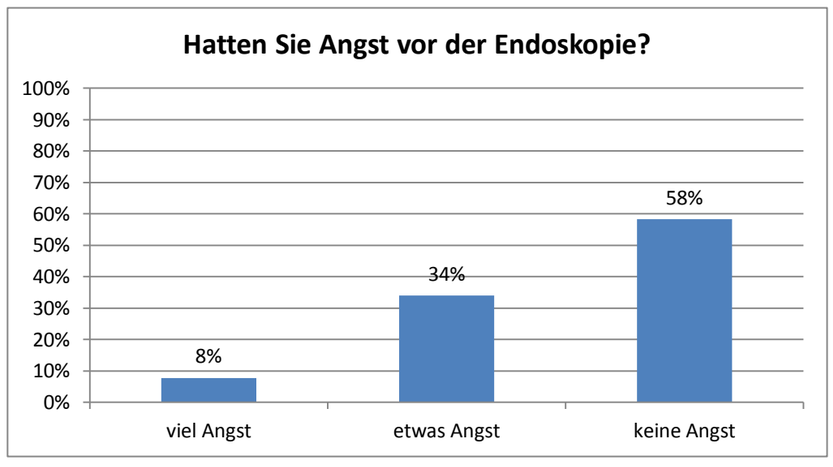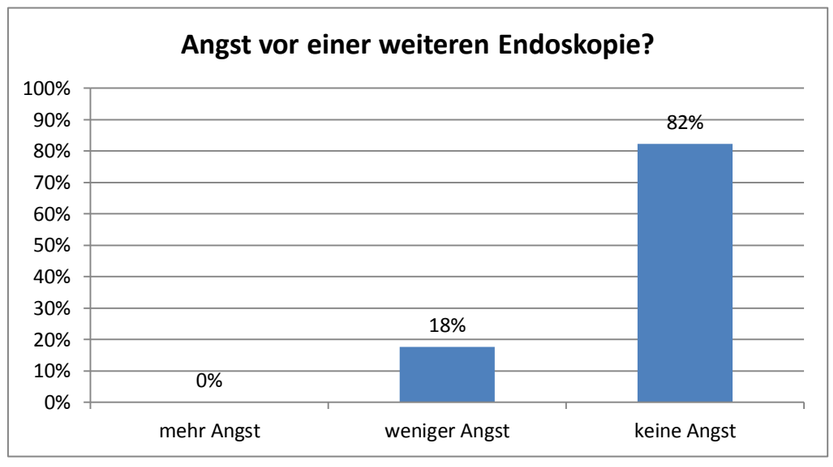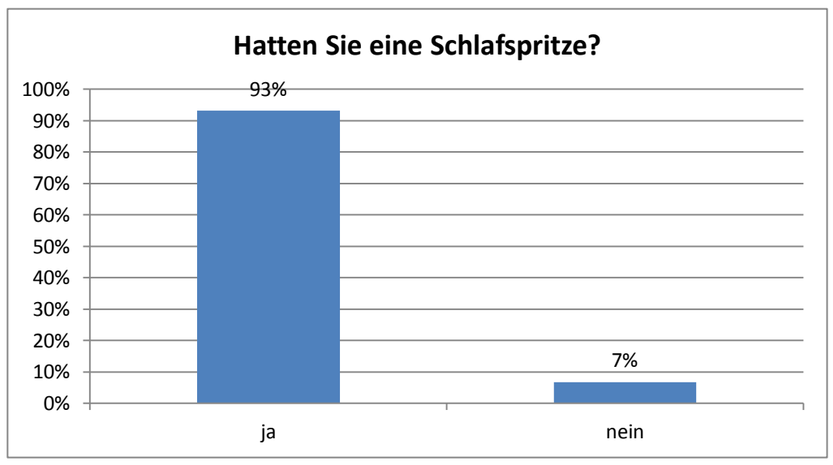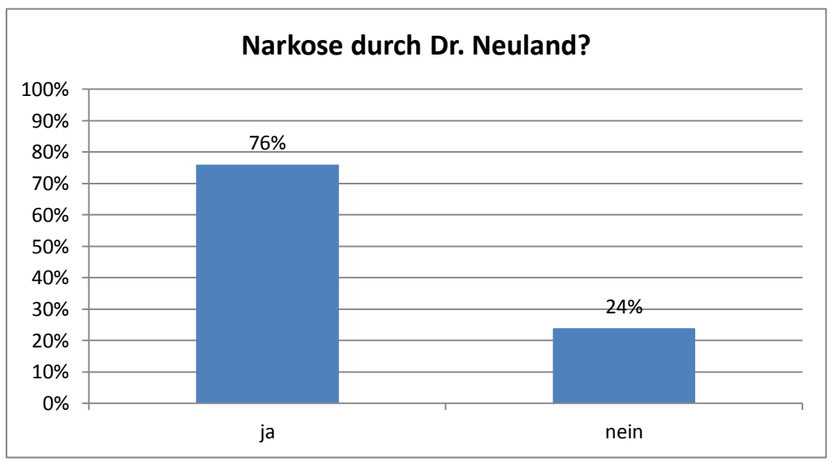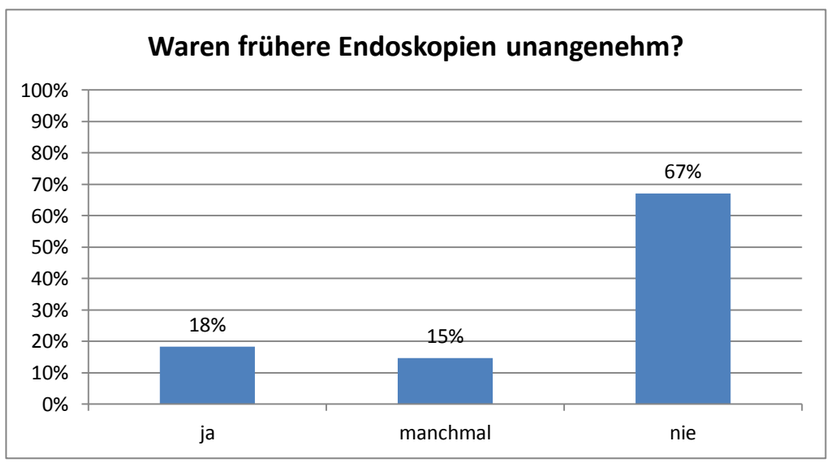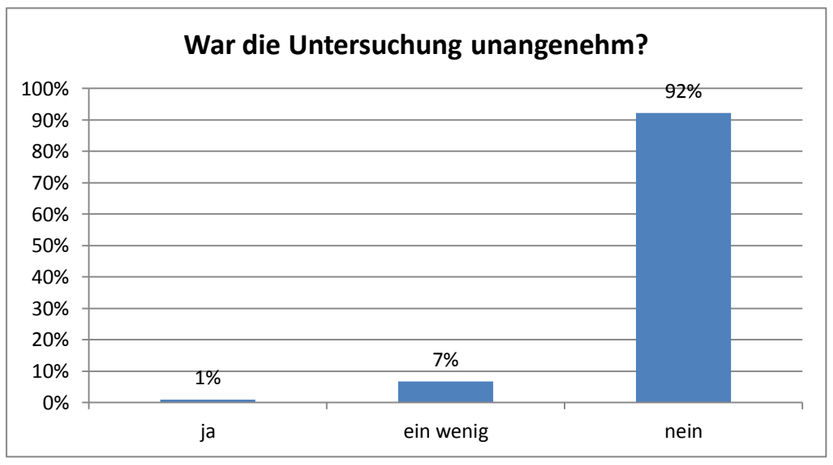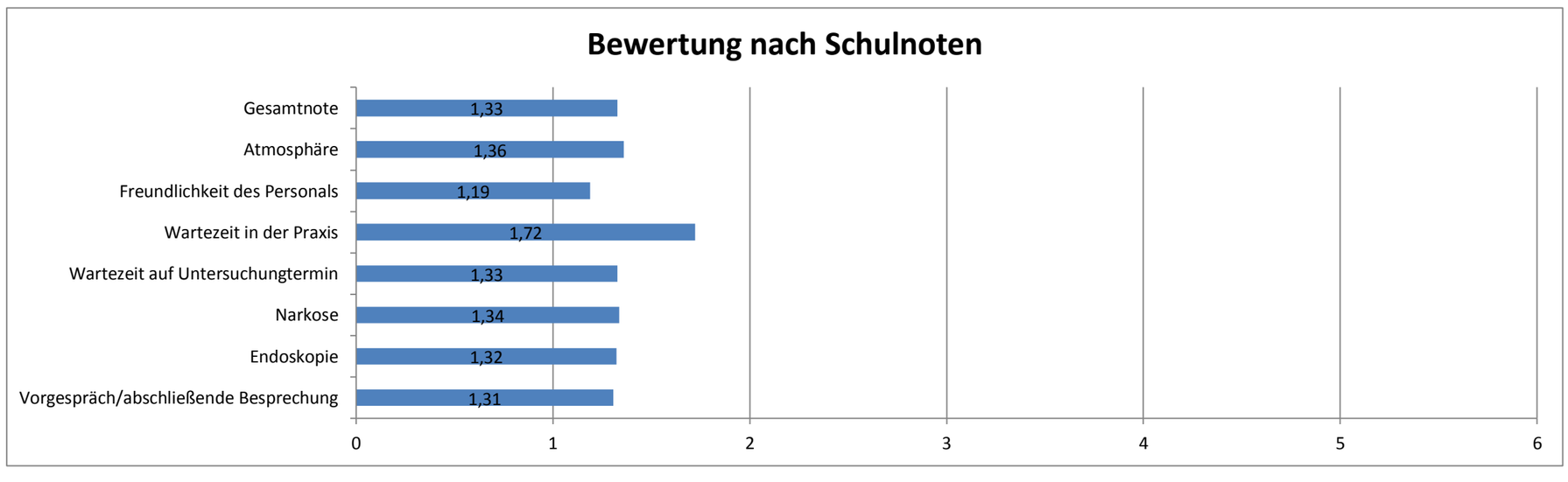Patientenbefragung gastroenterologische Praxis Dr. med Vitkovsky 2011