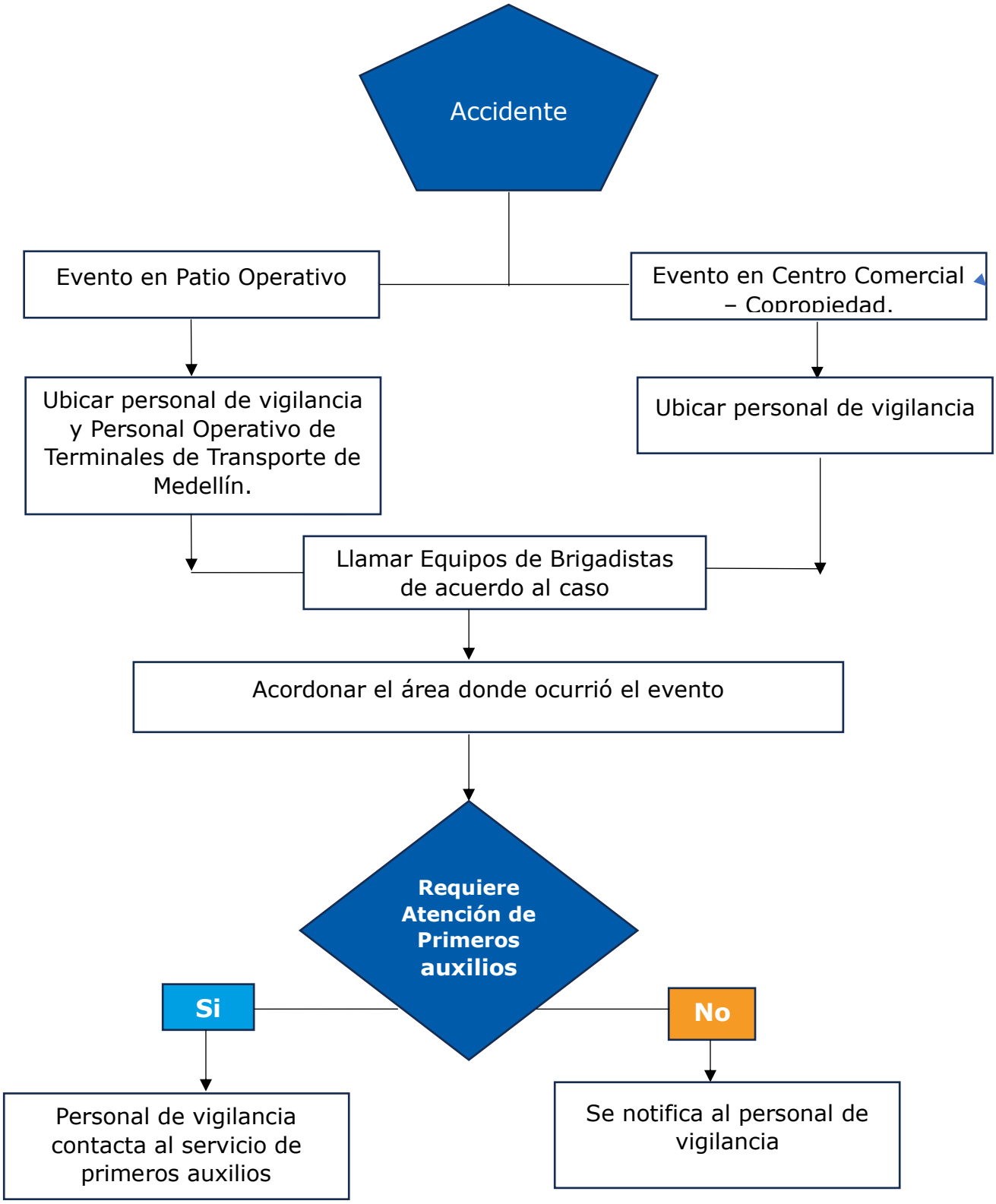5. PROCEDIMIENTO OPERATIVO NORMALIZADO ATENCION DE ACCIDENTES