

IMPORTANT PRE-VISIT INSTRUCTIONS

Hello, this is Dr. Hightower

PRIOR TO YOUR VISIT PLEASE

1. **Check your email to:** complete your consent and medical intake forms. You'll also get an invite to enter your portal, which is where you'll need to **upload your ID (front only)**. Sometimes the invite to the portal isn't immediate and may be sent within a few hours prior to your appointment so look for it. Without uploading your ID your visit may be rescheduled despite the confirmation appointment reminders. If you don't receive the portal invite then you'll still keep your appointment so no worries. **Each person must select a separate appointment time and provide a different email if together.**
2. **Please use the portal to communicate with me prior to and after your visit.** Texts and calls will have a very delayed response although these are options too. **If you do choose to use the phone to communicate please text first. 918-812-6240.**
3. The link to click at your appointment time is <https://doxy.me/doctorhightower> **Chrome browser is required** as other browsers are hit and miss, including Safari and Firefox. Also, you may be prompted to update your browser to the latest Chrome version so do that if prompted. And **WiFi is required** as cellular has poor connection quality.

AFTER YOUR VISIT

4. **If approved you'll receive an invoice from Active Health, Inc. The invoice will have 'online consultation' as the service. If you don't see the invoice in your email then message me. You will not receive your form without submitting payment.**
5. Watch for any email portal alerts as I may need to contact you. Especially if your information is missing on your intake form. If so, it will delay getting your physician recommendation form to you if approved
6. Allow up to 24 hours to receive your form, if approved, barring unforeseen circumstances or missing, incorrect information. Revisions may take an additional 48 hours.

I look forward to meeting you!

Sincerely, Dr. Hightower