Frequently Asked Questions

My activation code doesn't work. What should I do?

For your security, your original activation code expires after 90 days and is no longer valid after the first time you use it. If you have problems, contact registration at your clinic for assistance.

Is my activation code my user ID?

No, your access code is not your MyChart user ID or password. You will use this code only once to log in to MyChart for the first time.

I forgot my password. What should I do?

To request a new, secure password, you can contact MyChart Patient Support through the HELP screen on the MyChart sign-in page. You can also click the "Forgot Password" link on the sign-in page to reset your password online.

Can you send me a new access code if I've lost it, let it expire, or did not receive it?

Contact our support team via the HELP screen. After we verify your information, we'll send you a new access code via US postal mail. Privacy issues prevent us from emailing a new access code.

Can I view a family member's health record through MyChart?

Family members can receive proxy access, which allows a parent, guardian, or approved family member to log in to their own personal MyChart account and then connect to information on their family member. If you want to ask questions through MyChart about a family member, you will need this proxy access. Simply completing a proxy consent form is all you need to do to request access to this convenient service.

OSAGE NATION HEALTH SYSTEM
A Culture of Caring

918.287.9300

registration@osagehealth.org

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Install the app on iphone or Android for real-time access to your health information.

Apple version note:
MyChart app versions 11 and above require iOS 16

Download on the App Store

GET IT ON Google Play

MyChart
Your secure online health connection

Epic

MyChart
Features

QuickStart
Guide

MyChart activation code:

Review Your Health Summary
From the "Health Summary" page, access a record of your current medical treatments as well as current allergies, medications, and immunizations. You can also view where you have had recent treatments.

Send a Message to Your Doctor's Office
Use the simple, secure technology to send a non-urgent message to your doctor's office. The office may respond within 48 hours or longer on weekends and holidays.
Please do not use this feature for urgent communications. If you are having an urgent medical problem, always dial 911.
Your physician may ask you to make an appointment if your questions are more complicated.

Reviewing your Test Results
No more waiting for a phone call or letter - view your results within days. Test results are released in real-time as they are available to medical staff.

There is a chance you may see test results before the physician has time to review them with you. Imaging results are released within four business days. If you have concerns about your results, you can send a message to your physician or schedule a visit.

Medication Management
You can review current prescriptions your physician has on file for you by clicking on the "Medications" link under "My Medical Record." From here, you can see all the medications you are currently taking and instructions for those medications.

Proxy Access
Proxy Access allows a parent, guardian, or designated caregiver to access a patient's MyChart account.

Adult to Child Proxy gives a parent or legal guardian access to their child's medical information and is available for children up to age 18. Each parent or guardian needs a unique login and password to set up a separate account in conjunction with each of their children's medical records.

Adult to Adult Proxy allows patients to designate another adult to access their MyChart account. Examples are spouses and adult children who help provide care for their parents. For adult-to-adult proxy access, patient authorization is required, and a proxy account must be activated before spouses, adult children, etc., can submit inquiries about a patient's care.

Activating your MyChart account is easy. Make sure you have your 10-character activation code handy and follow these simple steps.

1. Visit MyChart.osagehealth.org or download the app for iPhone or Android.
2. You will now see the Osage Nation Health System MyChart home page. To set up your login and password, click the "Sign up" link.
3. Please talk to patient registration staff to obtain your MyChart activation code. Once you have received your code please enter it into the MyChart app when prompted.
4. Set up your user ID and Password.
   - Create a MyChart user ID. This will be your MyChart login ID, which cannot be changed. Make sure to choose a secure and easy-to-remember name.
   - Create a MyChart password by entering it in both the Password and Retype Password fields. You can change your password at any time.
   - Select a Security Question from the drop-down menu and enter a Secret Answer. This can be used at a later time if you forget your password.
   - Click Next.
5. Add a valid email address to receive the two-factor authentication code to verify your identity.
6. When new information, such as results or a message, is available in your MyChart account, you will receive an email notification at the email address entered on this page.
   - Select the Yes button under Enable Email Notification.
   - Enter your email address in both fields.
   - Click Sign-In.

For any questions about MyChart, please contact Patient Support at 918.287.9300 or contact us through the HELP screen on the MyChart sign-in page.

Keep in Mind
MyChart isn't meant to replace office visits or normal phone calls with your physician's office. You should never use MyChart to communicate an urgent medical concern, like chest pain or high fever.

Adult Registration Required Documents:
Tribal Membership and/or CDIB card
Current driver's license
All insurance cards (medical, dental, optometry, and pharmacy)

Minor Registration Required Documents:
Tribal Membership and/or CDIB card of minor
Current driver's license (of parent or legal guardian)
Birth certificate
All insurance cards (medical, dental, optometry, and pharmacy)