



City and County of San Francisco  
Department of Public Health

Daniel Lurie Mayor

Behavioral Health Information Systems  
1380 Howard Street, 3<sup>rd</sup> Floor  
San Francisco, CA 94103-2614  
Email: [avatarhelp@sfdph.org](mailto:avatarhelp@sfdph.org)  
Phone: 628-217-5196

## AVATAR BULLETIN

### Document Routing in Avatar NX

Effective 06/17/2025 8:30 AM

#### What Is Happening:

Document routing is being enabled in Avatar NX (scheduled to Go Live June 17, 2025, at 8:30 AM). Document routing is the process in Avatar NX used to finalize certain documents, if you are a LPHA, or to send them to a LPHA co-signer if you are a non-LPHA.

#### Who Is Impacted:

All Avatar users who submit the following forms:

- Inpatient/Residential Progress Notes
- Progress Notes (Group and Individual)
- SUD Continuing Svcs Justification
- SUD TPOC / Recovery Plan

#### What Do I Need to Do:

If you are a LPHA or non-LPHA Avatar user who submits one of the forms listed above, review the attached **Document Routing - Reference Sheet.pdf**.

If you are LPHA that approves/co-signs one of the forms listed above, review the attached **Approving-Co-Signing Documents - Reference Sheet.pdf**.

These and other reference sheets will be available on June 17, 2025 at:  
<https://www.sf.gov/resource--2024--avatar-user-support-and-resources>

#### Questions:

If you have questions about Document Routing, please contact the Avatar Help Desk, Monday-Friday, 8:00 AM to 5:00 PM, at 628-217-5196 or [avatarhelp@sfdph.org](mailto:avatarhelp@sfdph.org).



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**Information Technology Division** of the  
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