



City and County of San Francisco  
Department of Public Health

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## AVATAR BULLETIN

### Transition of SUS Services from Avatar NX to Epic – 05/27/2026 EHR Conversion Deadlines

#### Who Is Impacted:

Avatar SUS providers, including Civil Service and Contract partners, who are transitioning to Epic on 05/27/2026.

#### Billing and Documentation Deadlines for Direct Entry:

All services dated on or before 05/26/2026 will be documented in Avatar

All services dated on or after 05/27/2026 will be documented in Epic

**June 30, 2026:** Deadline to enter and finalize any services or documentation in Avatar

#### Read-Only Access to Avatar:

07/01/2026-09/30/2026: SUS providers who transitioned to Epic will have read-only access to Avatar from July 1 through September 30, 2026. After 09/30/2026, these accounts will be deactivated.

#### Service Upload Deadline:

All services dated on or before 05/26/2026 will be uploaded into Avatar

All services dated on or after 05/27/2026 will be uploaded into Epic

**June 30, 2026:** Deadline to upload services dated on or before 05/26/2026 into Avatar

#### Questions:

If you have questions, 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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