

On October 23, 2021 we're moving to a new version of Epic Software!

This new software will allow us to serve our customers even better than before, well into the future. But, like any new software system, there are some things that are important for you to know as we make the move:

How will it affect my statement?

Any services performed before October 23rd will continue to be billed from the old system. Any services performed on or after October 23rd will be billed from the new system. There may be a period of time when you receive two separate statements from Self Regional.

How will it affect MyChart?

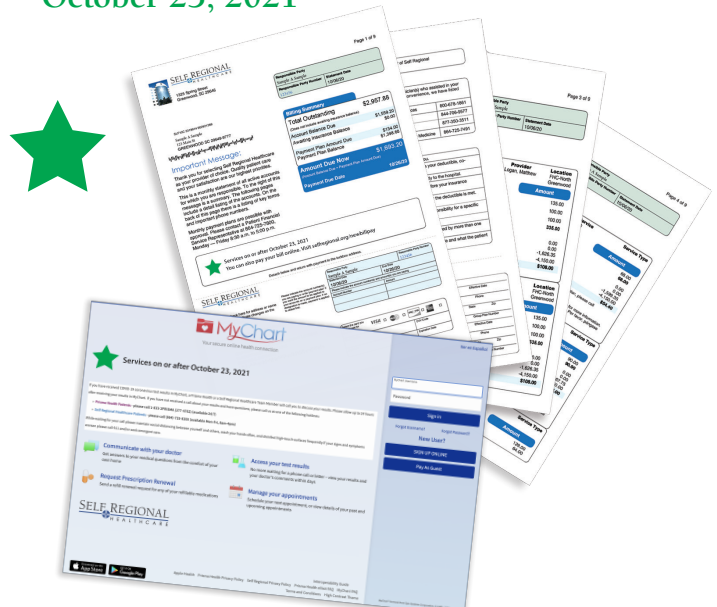
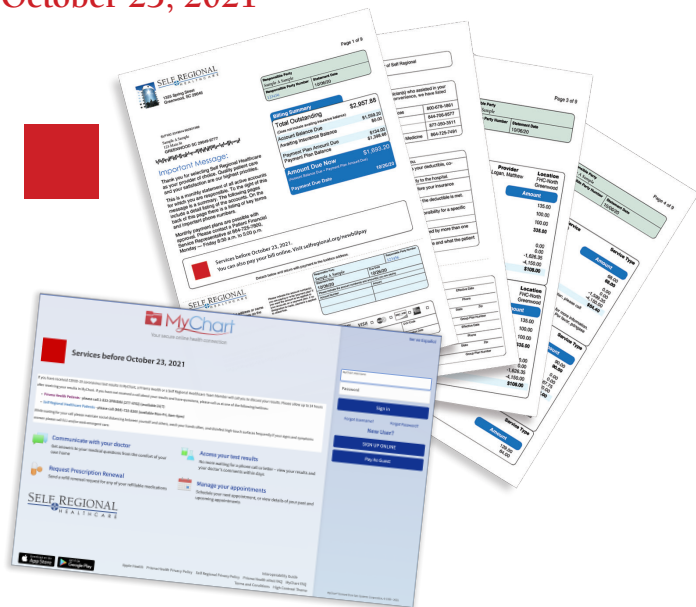
Every Self Regional Customer who has a MyChart account in the old system will also have a MyChart account in the new system which you can access with the same username and password. Online billpay for services before October 23rd will appear in your old MyChart, and online billpay for services on or after October 23rd will appear in your new MyChart. For easy access to your MyChart, visit selfregional.org/newbillpay.

How will I distinguish old system vs. new system?

To make it easy for you to distinguish between the old system and the new system, we're putting a red box on your old MyChart account and printed statements from the old system. We're putting a green star on your new MyChart account and printed statements from the new system.

To pay charges for services before October 23, 2021

To pay charges for services on or after October 23, 2021



We apologize for any inconvenience and invite you to call (864) 725-7800 if you need any help with your statement, or (864) 725-2737 if you need assistance with MyChart.



Healthcare. Connected.

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