What does being a Super User mean for me?
Epic will help all of us provide safer, more efficient care but will also bring changes to how we provide care. That’s where you come in. You play a critical role in providing answers and helping your colleagues go through a smooth implementation and get up to speed.

Here’s how being a Super User works:
Chosen for your strengths as leaders, communicators and problem-solvers, a Super User acts as:

- A resource to the team providing feedback on the system, including optimizing its use after implementation
- Support for trainers during classroom training sessions to coach colleagues new to Epic
- A resource to your colleagues on how Epic works in your clinic, practice, unit or department
- A resource for your colleagues in weeks after go-live, answering questions and helping them troubleshoot problems

On-the-job requirements:

Before go-live
- Complete Super User training
- Assist with usability testing

During go-live
- Lead and reinforce standard workflows and best practices
- Provide at-the-elbow support for users within your department, clinic or practice
- Mentor staff in using applications by being approachable and available
- Prioritize patient care safety at all times
- Assist to resolve workflow or application issues
- Participate in daily briefing meetings, provide information regarding your department, clinic or practice and report back to your colleagues

After go-live
- Work with training team to help reinforce or deliver refresher training and distribute information on changes or enhancements
- Guide staff in using Epic to help them do their jobs
- Provide feedback about users’ skills and knowledge

One team. One record. One focus: Our patients.