

Connect Care Super Users

Super Users become on-site system knowledge and workflow champions, implementation experts, and support their colleagues to use the new system features.

Super Users are identified by managers and leaders. If you are interested in becoming a Super User, please reach out to your manager.



Physicians with questions or interested in becoming a Super User should contact CMIO@ahs.ca



Super Users are:

- approachable, personable, outgoing, enthusiastic, positive and friendly
- competent in computer skills
- patient when faced with challenging situations
- able to prioritize while focusing on patient care and safety

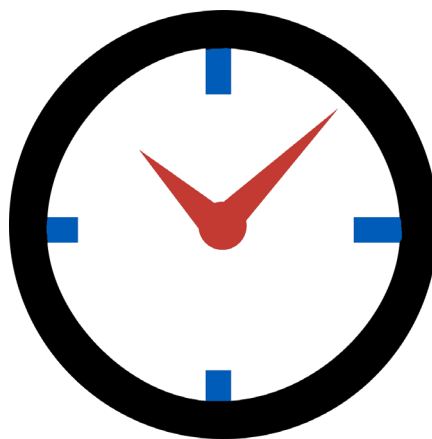
***Super Users differ from Power Users. Power Users are Advanced Reporting Users within Epic. This does not mean they have additional system access. Additional information about Power Users to come.

Super Users will assist Credentialed Trainers with classroom education and training of end users (frontline staff). The most important responsibility of a Super User is providing end user at-the-elbow support.



Super User training will begin approx. 4-6 months before launch.

An individual Super User may support multiple Connect Care roles e.g., an inpatient unit Super User may support clerical, nursing, manager, and provider roles.



Super Users will be scheduled for different activities as required during training and launch periods. In between these activities, they will be available for their regular shifts. They will return fully to their regular duties 2 - 4 weeks after launch.

For more information about the Super User role, please visit the [Readiness Tab](#) on the Connect Care Insite page or email ConnectCareSuperUsers@ahs.ca.