



# HELP GUIDE THE EPIC JOURNEY BY BECOMING A SUPER USER

*Answers to frequently asked questions*



## What is a super user?

This is someone who receives early Epic training and helps others during the transition, serving as a go-to resource for new workflows and providing at-the-elbow support.



## Is this a paid position?

Yes. It pays \$55/hour with prior Epic experience or \$25/hour without prior Epic experience. Note: Super users currently employed by UAB Hospital, UAB St. Vincent's, or other entities that are part of the Epic transition will follow a different pay and scheduling structure.



## Who makes a great super user?

The ideal person to become a super user is someone who is respected, has a positive attitude about the Epic implementation, is approachable and adaptable to change, and is willing to help.



## Why become a super user?

Super users gain early Epic expertise and can take pride in leading and supporting their team through change and providing at-the-elbow support.

## What are the time commitments for super users during different stages of the Epic transition?

**Before go-live**  
(Apr. 27–May 22)

About 10-12 hours of training and 8-12 hours/week of peer support are required. You will complete advanced Epic training early, support others during their training, and participate in hands-on practice activities, such as workflow rehearsals.

**Go-live weeks 1-2**  
(July 25–Aug. 8)

Up to 40 hours/week or at least two shifts per week are required as part of full-time support. You will provide at-the-elbow support by answering questions, troubleshooting, and sharing updates and tips.

**Go-live weeks 3-4**  
(Aug. 8–Aug. 22)

About 15-20 hours/week are required to provide ongoing support for workflow challenges.

**Post go-live**  
(after July 25)

You will spend 2-4 hours/month serving as a go-to resource and advocating for your team by sharing feedback with the Epic implementation team.