

Student Connect Care Onboarding Guide

Section 3: The Simulation End User Proficiency Assessment (SEUPA)

SEUPA is a Connect Care assessment of the end user's knowledge of using the Epic platform following their Instructor-Led Training (ILT). This assessment is used prior to granting access to the Connect Care system.

- SEUPAs are to be completed independently (not in groups). You will be required to submit an attestation at the end of your SEUPA.
- Were you successful by achieving 80 per cent or greater on your SEUPA? If so, your access will be granted on your first day of placement, and no further action is required.
- If you are unsuccessful at your SEUPA it is your responsibility to notify your Placing Coordinator and schedule your subsequent SEUPA rewrite. Instructions are available: [Simulated End User Proficiency Assessment Student SEUPA FAQ](#)

You can attempt your SEUPA rewrite with two different options. Please reach out to your Placing Coordinator to make arrangements:

- 1) Day one of your practicum at an AHS workstation.
- 2) At [Learning Centres](#) prior to your practicum start.

Please Note:

If you wish to practice in an Epic environment, you are encouraged to use the Playground Environment (PLY) while onsite during your practicum or either before or after your ILT class. The PLY is accessible **after completing the ILT**. Instructions for use are provided at the ILT training. [Logging into PLY](#)

- ***If you have not completed the ILT by the start of placement, you can only be in an observational role.** All patient care provided by a student/instructor must be documented in Connect Care by the student/instructor as per AHS Policy. Only registered Connect Care end users may view a screen with Connect Care open on it.
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- Due to limited resources at this time, Learning Centre bookings for PLY practice will not be available.
- If you are unsuccessful at your SEUPA after three attempts, **immediately** inform your Placing Coordinator as you will be required to retake your ILT, and your practicum may be postponed or cancelled.

During Placement

Using Connect Care

- If you are experiencing trouble with using Connect Care during your practicum, you are encouraged to first ask someone on the unit for help (e.g., a Super User). If unit-based assistance is not available, you may:
 - refer to the [Connect Care Insite](#) page;
 - contact AHS IT for workflow support at 1-877-311-4300; or
 - submit a ticket online using the Epic dropdown button at the top left of the Connect Care screen.

Emails that students may receive

You may receive several emails from AHS in preparation for your placements. Some examples:

- IAM Notification: Epic End-User Role Training may be required.
 - This is received when a Connect Care role has been registered to a student. This email will inform you that you must provide additional personal information in the IAM system.
 - This process can only be completed at an AHS computer and may be done on the first day of placement.
 - If your Connect Care access was put on hold due to the 30-day timeline provided, this will be immediately restored after you enter the requested information in IAM. This will not affect your ability to complete your eLearning modules and ILT.
- Some additional examples of email reminders that you may receive:
 - ATTENTION Epic Access for XXXX will be disabled on YYYY-MM-DD
 - FINAL NOTICE Epic Access for XXXX will be disabled on YYYY-MM-DD
 - Your EPIC (Connect Care) access has been blocked



- Your EPIC (Connect Care) access has been unblocked
- Secondary AHS account for your access to Connect Care (may receive if student is also an employee with a Connect Care account)

