



# VIPR 2019

## Frequently Asked Questions

### Why is GLHC changing VIPR?

The rapid pace of technology innovation and change is fundamental to modern life. Great Lakes Health Connect (GLHC) strives to deliver the best possible solutions that leverage the most current technology available. This change is in direct response to the evolving needs of the community. The change will ensure that GLHC can continue to provide the best technology and customer support for years to come. VIPR 2019 will help support how organizations continue to reinvent care delivery, enhance the care experience, and reduce the cost of care.

### What are the benefits of this change?

Foremost, there are improvements to the user interface, making it easier for users to find the essential clinical information that they need. Secondly, GLHC will gain direct control and management of the tool, assuring more responsive and timely resolution of service and support issues. VIPR will continue to be a secure and stable technology solution.

### Does this change the Opt Out process?

The change does not affect the Opt Out process nor a patient's current participation status. Patients wishing to change their participation status should complete the "opt out form" on the GLHC website.

### Can we stay on the legacy VIPR?

As of April 1, 2019, GLHC cannot guarantee access or credibility of legacy VIPR.

### How do I add my organization's data to VIPR?

The GLHC Business Development team will guide you through the process of contributing your organization's information to VIPR. This process includes standard paperwork and a project schedule.

### Does VIPR only include data from hospitals in Michigan?

VIPR has information from over 200 organizations across Michigan and from 13 states. These organizations range from large health systems, to independent medical practices, community mental health agencies, skilled nursing facilities, and more. Each organization decides what type of information to contribute.

## What do I have to change on my side related to interfaces and/or single sign on?

There will be no change to the interface that contributes data to GLHC and to VIPR from your organization. Organizations that have single sign on will need to make minor changes to their connection and will be contacted individually by GLHC.

## How much does it cost to use VIPR?

The cost of accessing depends on many factors. GLHC Implementation Consultants and Account Managers can help determine how much it costs for your organization to access, and contribute data to VIPR.

## What does this change mean for my other GLHC solutions: Results Delivery, Direct, and Immunization Transport/Query?

The change to VIPR will have no impact on these solutions.

## How will this change user accounts and passwords? Will current users be migrated over?

Organizations will be able to self-manage their own user accounts in VIPR 2019. This allows for a more efficient response to staffing changes. Users who are active in the current VIPR will continue to have an account in the new VIPR. All individuals with a username and password for current VIPR will have to create a new password during initial login to VIPR 2019. Additional information regarding this process will be forthcoming from GLHC or your VIPR Administrator.

## Will I still have three security questions in the new VIPR?

VIPR 2019 will require a response to only one challenge question. This challenge question along with an email address added to a user's VIPR account allows the user to reset their password.

## What do I do if I get locked out or don't know my password?

After several consecutive incorrect attempts to log in to VIPR, the user will need to reset their password. To reset the password, click the "Forgot password?" button and follow the prompts, or contact your VIPR administrator for assistance.

## How do I access VIPR?

Access to the application is restricted to those that have a treatment, payment, or operations relationship to the patient. There are three ways to access the tool after this relationship is verified; a web portal, single sign on through an electronic medical record system, and querying VIPR for a Continuity of Care document. GLHC Implementation Consultants and Account Managers can help determine which type of access is right for your organization

If you already have access to VIPR but are having trouble logging in, please contact your VIPR Administrator.

## How do I get VIPR access for my organization?

Contact the GLHC Implementation Consultant in your area!

## What changes are coming to the user experience?

The user experience will change in many ways. Overall, the tool displays information in a more intuitive and responsive way. To learn more about how to use VIPR 2019, check out the training guides and videos on the GLHC website.

## Will users need training?

GLHC recommends training, but it is not required.

## Where do I go to find training materials?

Training materials are available at [www.gl-hc.org/vipr-training-guides](http://www.gl-hc.org/vipr-training-guides).

## When is live training?

The live training schedule, recorded trainings, written guides, and information about one-on-one training from GLHC Implementation Consultants can be found on the GLHC website.

## Who is my GLHC Implementation Consultant?

You can find your regional GLHC Implementation Consultant and their contact information at [www.gl-hc.org/consulting-training](http://www.gl-hc.org/consulting-training).

## How will GLHC be providing training?

GLHC will be providing live webinars, recorded trainings, videos, step-by-step guides, and in-person training.

## What is a VIPR Admin?

Every organization that accesses VIPR has a designated staff member, or two, who are designated as a VIPR Administrator and who are responsible for user management and training.

## How do I know who my VIPR Admin is?

VIPR Admins are usually technical or operational leaders within an organization. If you do not know who your VIPR Admin is, contact GLHC Support, [support@gl-hc.org](mailto:support@gl-hc.org).

## How do I suggest future changes to VIPR?

GLHC would love to hear your ideas about how we can make your VIPR user experience even better! Please discuss your suggestions for improvements with your GLHC Implementation Consultant!

## What should I do if I have a question about how to use VIPR? Where can I find more information?

There are many training resources on the GLHC website, [www.gl-hc.org/vipr-training-guides](http://www.gl-hc.org/vipr-training-guides). Your VIPR Administrator can answer questions about how VIPR has been integrated into the workflow at your organization. GLHC Implementation Consultants can also be a resource!

## Will my username change with the new VIPR?

Your username will most likely not change in the new VIPR. Contact your VIPR Administrator if you are having trouble logging into VIPR.

## Will my password change when we move to the new VIPR?

All users that access VIPR through the secure web portal / URL will need to create a new password in new VIPR.

Users that access VIPR through their electronic medical record (EMR) system do not need passwords to get into VIPR.

## What if I inadvertently consolidate two patient records who are not the same individual?

The patient consolidation feature creates a temporary consolidated view. If you believe you are looking at two different individuals, return to the patient search screen. This will clear the patient consultation view.

## What if I cannot remember the answer to my challenge question?

GLHC Support will use another method to verify your identity. You will be provided with a temporary password to VIPR, prompted to create a new password, and will then need to update your challenge question/answer.

## What if my token password sent by my VIPR administrator expires?

During the transition period, the link to reset your VIPR password will expire after 24 hours. After this transition period, the link to reset your VIPR password will expire after 30 minutes.

If the reset password expires, ask your VIPR Administrator to resend the email. There is no limit to how many times the VIPR Administrator can send the reset password email. Only the most recent email will be active.

## We have new staff that need access to VIPR, when will they be able to get access?

In the VIPR 2019, organizations that access VIPR through the secure web portal/URL will have staff members designated as VIPR Administrators. These staff members are responsible for managing users and for distributing VIPR resources and information.