



# **Virtual Integrated Patient Record (VIPR) Single Sign On (SSO) User Guide**

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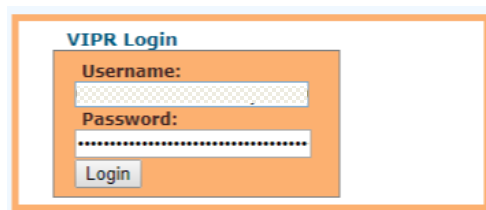
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## Accessing VIPR through Single Sign On

1. Access to the GLHC Virtual Integrated Patient Record (VIPR) through an Electronic Health/Medical Record (EHR/EMR) system happens through a link or tab in the patient record.
2. Organizations with Single Sign On access to VIPR each set up their access uniquely, according to their specific needs and workflow. Contact your manager or supervisor for more information.
3. Open the patient record in the EMR/EHR before accessing VIPR.
4. Access to VIPR may be based on your user profile established by your employer. Inquire with your manager or supervisor for more information.




After clicking the VIPR link in your EMR, you may see the following login screen. This screen shows the software automatically logging you into VIPR. You do not need to take any action. Once the automatic login is complete, VIPR will take you to the **Patient Search Results**.



The image shows a 'VIPR Login' window. It contains a 'Username:' label followed by a text input field, a 'Password:' label followed by a password input field (masked with dots), and a 'Login' button at the bottom.

## Patient Search Results

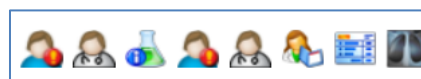
VIPR uses the information about the patient in view within the EMR/EHR to search for that patient in VIPR. The results of the search with some additional information display on the Patient Search Results page.

Identifiers	Name	Gender/DOB	Address	InfoTypes
101851588 ...1414	Johnson, John	M 01/01/1999	456 NorthSouth LN, Updown MI 44499	  

1. **Identifiers** - The Master Patient ID (MPI) generated by GLHC (Patients are automatically listed in ascending order by their ID)
2. **Name** - The patient's name (Last Name, First Name)
3. **Gender**
4. **DOB (Date of Birth)**
5. **Address**
6. **Info Types** - Displays icons for data types present in the patient's record.

## Info Type Icons

Icons will only display if there is related data in a patient's record. Each icon represents a different type of data.



Hover over each icon to see which data type it represents.



## Viewing the Patient's Record

Depending on the results of the search, one or multiple names will be listed.

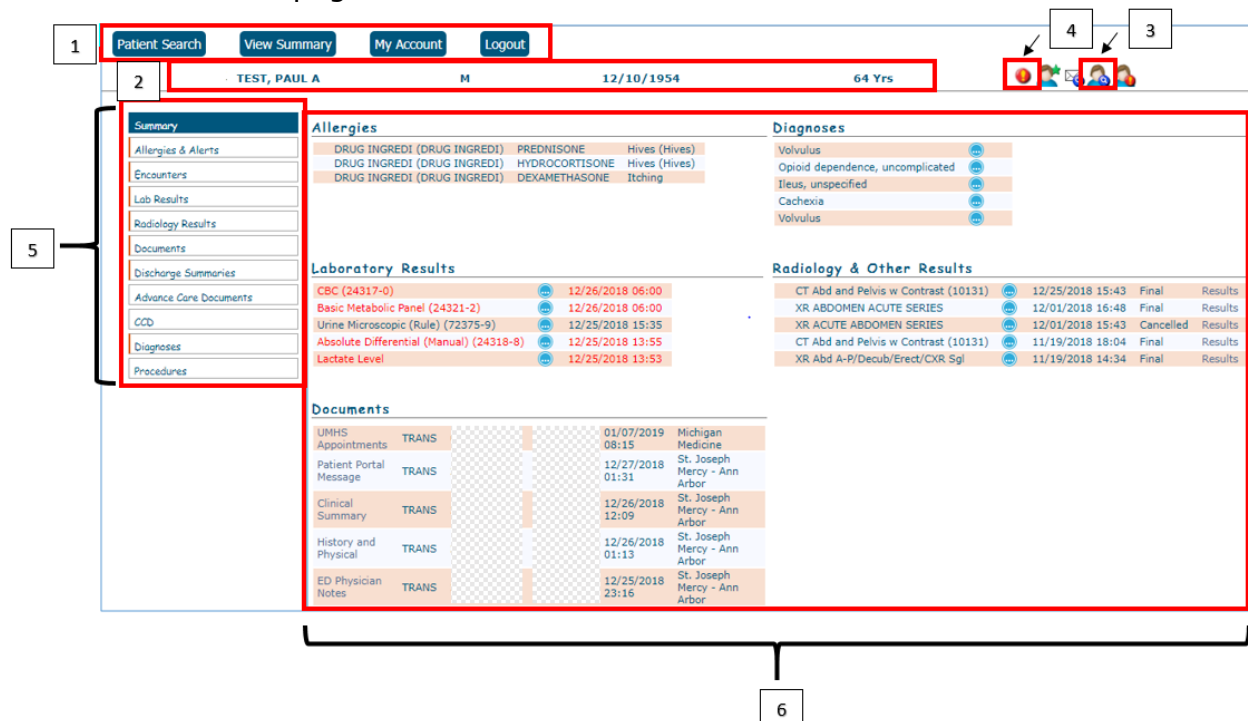
If only one record displays in the search results, the Patient Summary page will automatically open after five seconds, without clicking on the patient's name.

If multiple names display, review the additional information to identify the patient. Click on the patient's name (highlighted in blue) to view the record.

Identifiers	Name	Gender/DOB	Address	InfoTypes
<input checked="" type="checkbox"/> 101851588 ...1414	<b>Johnson, John</b>	M 01/01/1999	456 NorthSouth LN, Updown MI 44499	

## Patient Summary Page

The landing page is the **Patient Summary** page of the patient's record. There are six sections on this page.



The screenshot shows the Patient Summary page for a patient named TEST, PAUL A. The page is divided into several sections:

- 1. Navigation Panel:** Includes links for Patient Search, View Summary, My Account, and Logout.
- 2. Patient Banner:** Displays the patient's name, gender (M), date of birth (12/10/1954), and age (64 Yrs).
- 3. Patient Demographics Icon:** A small icon representing patient information.
- 4. Alert Icons:** A row of icons representing various alerts or notifications.
- 5. Patient Information Tabs:** A list of tabs on the left side, including Summary, Allergies & Alerts, Encounters, Lab Results, Radiology Results, Documents, Discharge Summaries, Advance Care Documents, CCD, Diagnoses, and Procedures.
- 6. Summary Snapshot:** A large area displaying key patient information:
  - Allergies:** Lists allergies such as DRUG INGREDI (DRUG INGREDI), PREDNISONE, Hives (Hives), HYDROCORTISONE, and DEXAMETHASONE.
  - Laboratory Results:** Shows recent lab results like CBC (24317-0), Basic Metabolic Panel (24321-2), Urine Microscopic (Rule) (72375-9), Absolute Differential (Manual) (24318-8), and Lactate Level.
  - Diagnoses:** Lists conditions like Volvulus, Opioid dependence, uncomplicated, Ileus, unspecified, Cachexia, and Volvulus.
  - Radiology & Other Results:** Shows imaging results such as CT Abd and Pelvis w Contrast (10131), XR ABDOMEN ACUTE SERIES, XR ACUTE ABDOMEN SERIES, and XR Abd A-P/Decub/Erect/CXR Sgl.
  - Documents:** Lists various documents including URHS Appointments, Patient Portal Message, Clinical Summary, History and Physical, and ED Physician Notes.

1. Navigation Panel
2. Patient Banner
3. Patient Demographics Icon
4. Alert Icons
5. Patient Information Tabs
6. Summary Snapshot

## Navigation Panel

Two buttons are relevant to single sign on users. These buttons are **View Summary** and **Logout**.

### View Summary

The **View Summary** button provides the users with a compilation of the patient's Lab or Radiology results.

Select a **Report** type using the dropdown arrow.



- **Patient Lab Results:** Displays a combined view of all available lab results.
- **Patient Rad Results:** Displays a combined view of all radiology results.

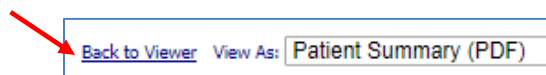
A report will only display available information. If there are no available labs, the report will be blank.

To print reports, hover your mouse over the report and click the print icon in the upper right hand corner of the screen.



To print specific reports, open each report separately in the **Lab Results** tab and select **Export PDF**.

Click **Back to Viewer** in the upper left hand corner of the screen to return to the patient's record.



### Logout

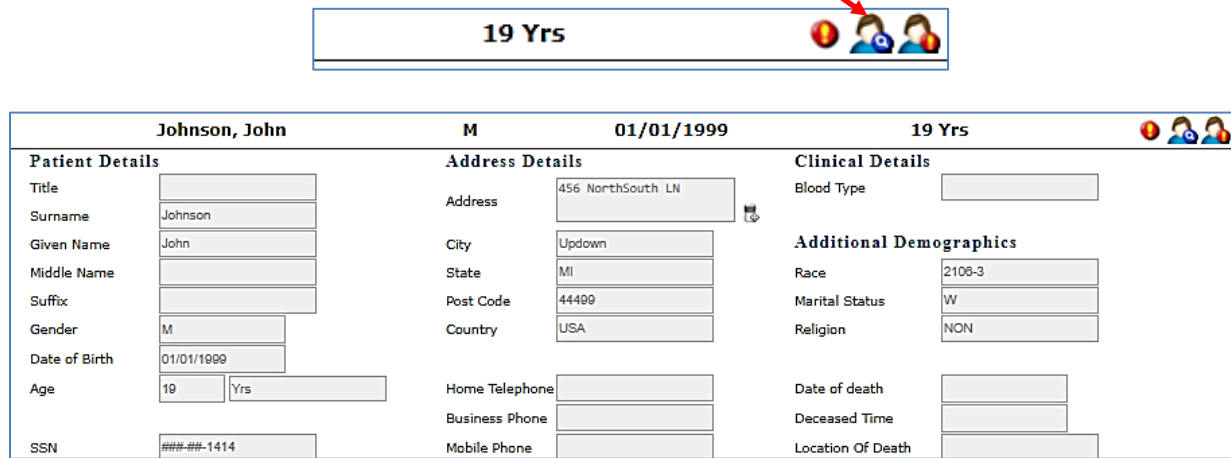
To end the current session of VIPR, click **Logout** button.

## Patient Banner

The **Patient Banner** will always display at the top of the page. The banner contains the patient's name, gender, date of birth, and age.

## Patient Demographics

To view a patient's demographic information, click the **Patient Demographics** icon located in the upper right hand corner of the page.

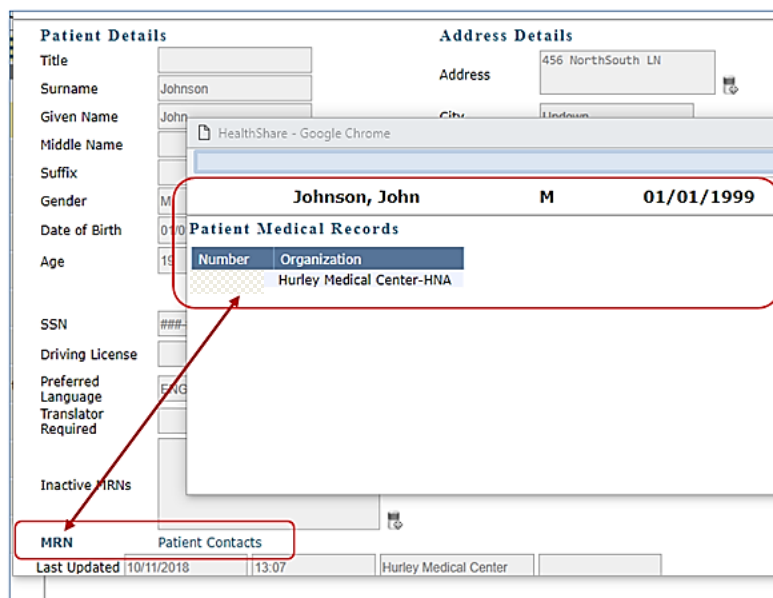


Johnson, John		M	01/01/1999	19 Yrs	
<b>Patient Details</b>		<b>Address Details</b>		<b>Clinical Details</b>	
Title		Address	456 NorthSouth LN	Blood Type	
Surname	Johnson	City	Updown	<b>Additional Demographics</b>	
Given Name	John	State	MI		
Middle Name		Post Code	44409		
Suffix		Country	USA		
Gender	M	Home Telephone		Race	2106-3
Date of Birth	01/01/1999	Business Phone		Marital Status	W
Age	19 Yrs	Mobile Phone		Religion	NON
SSN	###-##-1414			Date of death	
				Deceased Time	
				Location Of Death	

The information on this page is based on data received by the healthcare organization that the patient most recently received care.

Some fields may be blank (i.e. Business Phone, Email, Blood Type, etc.). This is because the information was not provided by the healthcare organization in which the patient most recently received care.

Click the **MRN** or **Patient Contacts** to open windows with additional information.

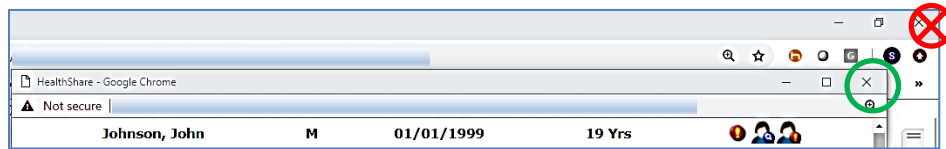


Johnson, John		M	01/01/1999
<b>Patient Medical Records</b>			
Number	Organization		
	Hurley Medical Center-HNA		

**MRN** Patient Contacts

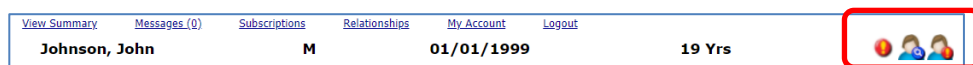
Last Updated 10/11/2018 13:07 Hurley Medical Center

To close the Patient Demographic pages, click the “x” in the right hand corner of the pop-out window.



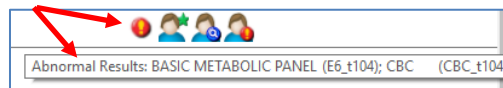
## Alert Icons

Alert Icons help users identify if a patient has any of the following: Abnormal Results, Alias Names, Allergies, or additional Addresses. Click on the icons to view additional information.



### Abnormal Results

If there are any abnormal lab results, the icon will display. Hover over the icon to show the alert information. See the Lab tab for more detailed information.



### Alias Names

The Alias Names icon will display if the patient has other names in their record. This could include a maiden name, surnames, middle names, combined last names, or true alias names. Click on the icon to view other names.



### Allergies

If the patient has information related to allergies, the person icon with a red and orange exclamation point will display. Click on the icon to view information or click on the “Allergies & Alerts” tab in the left hand navigation. Allergy information could include the statement of “No Known Allergies”.



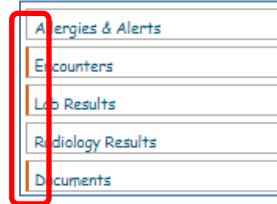
### Addresses

If the patient has more than one address in their record, an envelope icon with a blue circle and magnifying glass will display. Click on the icon to view all addresses. There may be slight differences in the addresses, such as the additional four numbers in the zip code.



## Patient Information Tabs

VIPR categorizes patient information into 10 data types. Each data type has a corresponding tab on the left-hand side of the page. A red bar next to the tab indicates the patient has information within that data type. In the example below, the patient has encounter information, lab results, and documents:



## Summary

The Summary page provides high-level information about Allergies, Diagnoses, Laboratory Results, Radiology & Other Results, and Documents.

<b>Summary</b>	<b>Allergies</b>	<b>Diagnoses</b>
Allergies & Alerts	Drug Class (Drug Class) PENICILLINS (25_t7) Other	POSSIBLE STROKE SYMPTOMS
Encounters		Apraxia following cerebral infarction
Lab Results		Other reduced mobility
Radiology Results		Extremity Weakness
Documents		Aphasia following cerebral infarction
Discharge Summaries	<b>Laboratory Results</b>	<b>Radiology &amp; Other Results</b>
Advance Care Documents	Comprehensive Metabolic Panel (24323-8) 11/22/2018 11:53	CT Head w/o Contrast 11/22/2018 11:06
CCD	CBC (24317-0) 11/22/2018 11:06	
Diagnoses	Prothrombin Time (5902-2) 11/22/2018 11:06	
	Partial Thromboplastin Time (aPTT) (3173-2) 11/22/2018 11:06	
	Troponin I (10839-9) 11/22/2018 11:06	



## Quick Views

Various places within VIPR will have a blue circle icon indicating more information is available.

Click on the circle to see the information. The information will display on the right-hand side of the screen in a panel. To close the panel, click on the large black X at the top right-hand corner of the panel.

<b>Allergies</b>	<b>Diagnoses</b>
DA TERBINAFINE Hives	Schizoaffective disorder, unspecified (*) 07/06/2018
DA LIDOCAINE Swelling	Schizoaffective disorder, unspecified condition (*) 07/06/2018
DA ITRACONAZOLE Other (See Comm	Body mass index (bmi) 28.0-28.9, adult 04/17/2018
DA LATEX, NATURAL RUBBER Hives	Body mass index 28.0-28.9, adult 04/17/2018
DA BEE POLLENS Swelling	Type 2 diabetes mellitus without complications (*) 03/05/2018
<b>Laboratory Results</b>	<b>Radiology &amp; Other Results</b>
CBC AND DIFFERENTIAL 10/03/2018 13:43	
URINALYSIS (MICROSCOPIC ALWAYS INCLUDED) 10/03/2018 13:40	



## Allergies & Alerts

Information about allergies and adverse reactions is displayed within the Allergies & Alerts tab.

Allergies and Adverse Reactions						
Category	Allergen	Nature of Reaction	Severity	Onset Date and Description	Status	Last Updated
DA	iodine (d05776_t83)	r/t shellfish allergy			Active	Paul Oliver Memorial Hospital
DA	Influenza Virus Vaccine	Swelling~Hives			Active	Paul Oliver Memorial Hospital
FA	shellfish (shellfish)	hives~throat swelling			Active	Paul Oliver Memorial Hospital

The following information is available for each allergy.

- **Category:** The allergy type (**DA** = Drug Allergy, **FA** = Food Allergy)
- **Allergen:** The name of the drug, food, or other entity that causes reaction
- **Nature of Reaction:** The patient's response to the allergen
- **Severity:** The severity of the reaction to the allergen
- **Onset Date and Description:** The date the allergen was first identified
- **Status:** The current status of the listed allergen
- **Last Updated:** The last healthcare organization to update the allergy status

## Encounters

The Encounters tab displays the date and time of all interactions with a healthcare organization. The following information is available for each encounter.

Encounters										
Date of Encounter	Type	Facility	Department	Patient Location	Care Provider	Encounter Number	End of Encounter	Insurance	Admit Reason	Local MRN
10/03/2018 13:55	Outpatient	Hurley Medical Center	OTH	MHSI						
10/03/2018 10:22	Emergency	Hurley Medical Center	EMR	ED						
10/02/2018 13:14	Inpatient	Hurley Medical Center	NUR	NICU						

- **Date of Encounter:** Calendar date and military time of encounter
- **Type:** The type of encounter (Outpatient, Inpatient, Emergency)
- **Facility:** The facility in which the encounter occurred
- **Department:** The department in which the encounter occurred
- **Patient Location:** The location of the patient at the time of the encounter
- **Care Provider:** The provider caring for the patient during the encounter
- **Encounter Number**
- **End of Encounter:** The date & time the encounter ended
- **Insurance:** The insurance documented at the time of the encounter
- **Admit Reason:** The reason/diagnosis associated with the encounter
- **Local MRN:** The MRN within the facility sending the encounter information.

**Note:** Encounter rows are for information only. Selecting a row will not drill down to more detailed information. The area that provides further information for **Encounters** is **Insurance**.

## Insurance Information

To view detailed insurance information, click on the Quick View icon in the Insurance column.

Encounters									
Date of Encounter	Type	Facility	Department	Patient Location	Care Provider	Encounter Number	End of Encounter	Insurance	Local MRN
10/03/2018 13:55	Outpatient	Hurley Medical Center	OTH	MHSI					198
10/03/2018 10:22	Emergency	Hurley Medical Center	EMR	ED		66			198

Additional insurance information may include Payor Code, Company Name, Plan ID, Policy Number, Effective Dates and Subscriber Name. To view information on a specific plan, click the **Company Name**.

Insurance Information						
Payor Code	Company Name	Insurance Plan Id	Policy Number	Effective Dates	Expiration Date	Subscriber Name
540130	Cigna Total Choice Medicare Supp	Cigna Total Choice Medicare Supp		10/16/2018	12/31/2100	
200155	YYMedicare OP Critical Access	YYMedicare OP Critical Access		10/16/2018	12/31/2100	



## Lab Results

The Lab Results tab displays information about any/all laboratory tests a patient has had performed. Any lab that has a result outside of the normal range will display in red text.

Laboratory Results - Tabular View							
Order Item	Cumulative	Result 1	Result 2	Result 3	Result 4	Result 5	Result 6
CBC (24317-0)		12/26/2018 07:15	11/09/2018 03:22				
Basic Metabolic Panel (24321-2)		12/26/2018 08:00	12/25/2018 15:36	11/19/2018 14:20	11/09/2018 03:22	11/08/2018 01:40	11/05/2018 11:25
Urinalysis with Microscopic Automatic		12/25/2018 18:06	11/07/2018 13:15				
Urine Microscopic (Rule) (72375-9)		12/25/2018 18:06	11/07/2018 13:15				
Lactate Level		12/25/2018 15:37	11/19/2018 14:20				
Absolute Differential (Manual) (24318-8)		12/25/2018 15:36	11/19/2018 14:15	11/07/2018 11:16			
CBCD Component (69742-5)		12/25/2018 15:36	11/19/2018 14:15	11/07/2018 11:16			

## Lab Results Icons

Three icons may display next to the date of the result.



= Final



= Corrected



= Pending (typically for microbiology)

Clicking on the date/time information will open an additional window to display the details of the lab result.


Transferrin										
Previous Result		Next Result		Order Details		Export PDF		Cumulative		
Order Start Date & Time		11/08/2018 05:00		Result Date & Time		11/08/2018 02:16				
Ordering Clinician		Finlay, Sarah		Result Status		Final				
Specimen		Blood		Placer ID		170274820253034-6				
Specimen Collection Date & Time		11/08/2018 01:40		Last Updated At						
Specimen Received Date & Time				Age at Time of Test		50 Years				
Test Item	Flag	Value	Units	Reference Range	Test Item Status	Comments	Sensitivities	Message Flag	Observation Time	Performed At
Transferrin		224	mg/dL	192 - 382	Final				11/08/2018 02:16	J
Result Comments										
Performed At: J										



## Cumulative View

If there are cumulative results, a C icon will display in the Cumulative column for the result. Not all multiple results are able to be viewed cumulatively.

Click on the icon to display the results cumulatively.

Laboratory Results - Tabular View				
Order Item	Cumulative	Result 1	Result 2	Result 3
Glucose, Metered TEST PERFORMED IN LAB		09/14/2018 10:26	09/14/2018 07:36	
Potassium Whole Bld		09/14/2018		

Laboratory Results - Cumulative View				
Cumulative Graph				
Test Items	Reference Range	Units	09/14/2018 10:26	09/14/2018 07:36
Glucose, Metered TEST PERFORMED IN LAB	50 - 140		81 *	104 *

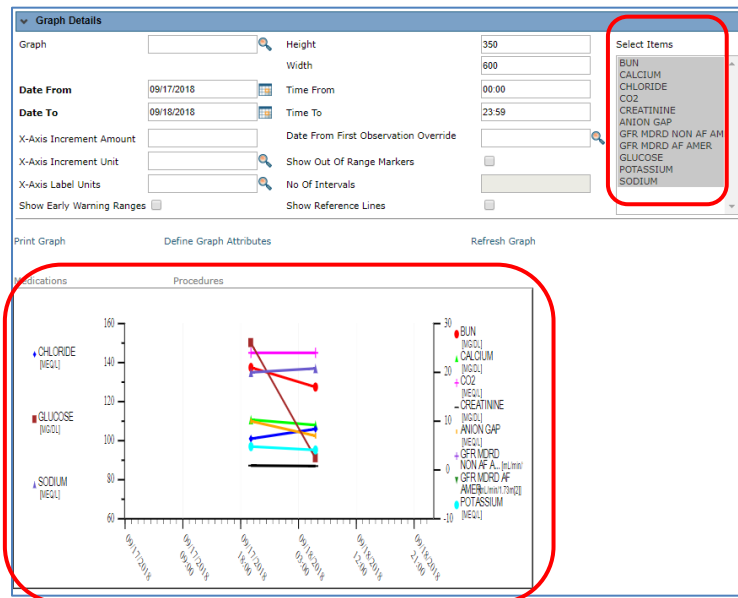
## Cumulative Graph

Cumulative lab results with LOINC codes are also available in a graph (trending) format. To view the graph, click on **Cumulative Graph** text.

Laboratory Results - Cumulative View				
Cumulative Graph				
Test Items	Reference Range	Units	720203136: 13x3657 12/02/2018 20:42	720104361: 8x3657 12/01/2018 21:27
Phosphorus Level	2.7 - 4.6	mg/dL	4.1	3.2

**Note:** The graph is for viewing purposes only and should not be printed.

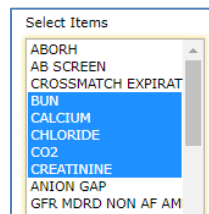
The graph will display all available **Selected Items** for the lab as shown below.



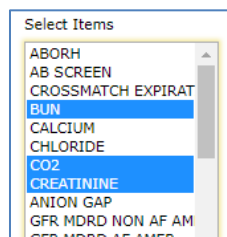
To modify the **Selected Items** in the graph, click on the desired item.

There are two ways to select multiple items in the list.

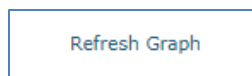
1. Hold down the SHIFT key on your keyboard, then click the first desired item in the list, then click the last desired item. All values between the first and last will be highlighted. Release the SHIFT key.



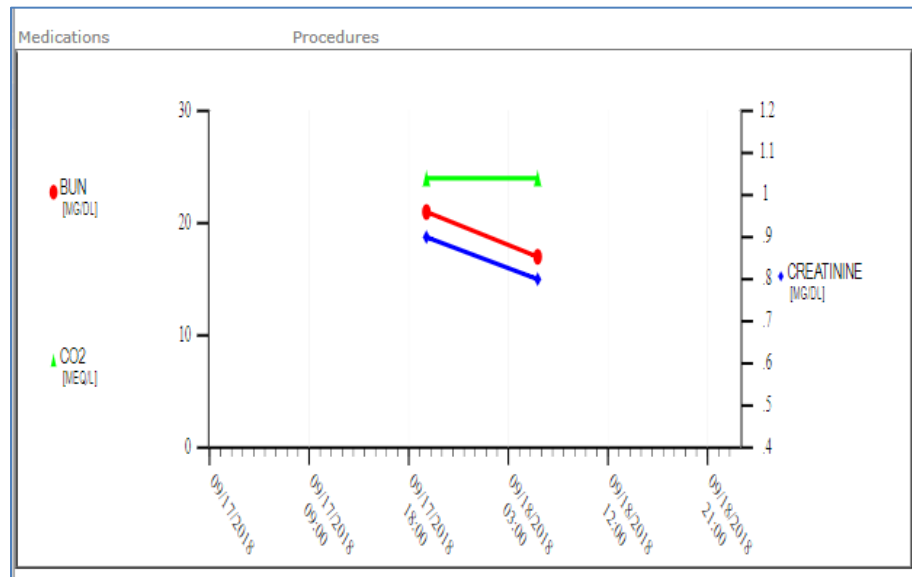
2. Hold down the CTRL key on your keyboard and then select one by one the desired items. Release the CTRL key.



Once all desired values have been highlighted, click **Refresh Graph**.




The graph will update to display the results.



## Radiology Results

The Radiology Results tab displays the radiology tests a patient has had performed.

Radiology Results						
Description	Details	Order Start Date	Status	Results	Image Results	Document Link
US Abdomen Complete (2908764_t44)		10/09/2012	Final	Results		

The following information is available for each radiology result.

- **Description:** The name of the radiology test performed
- **Details:** Clicking on the icon within the details column will display the radiology report
- **Order Start Date:** The date the order was issued
- **Status:** The status of the test report (Pending, Final, etc...)
- **Results:** The result of the radiology test (Displayed as a hyperlink which can be clicked on to view the result)
- **Image Results:** Reserved for future enhancement
- **Document Link:** The link to the radiology image (If available)



## Documents

The Documents tab contains a list of transcribed documents.

The following information is available for each document.

- **Document:** Title of the document, clicking the title will open a separate screen to view the document
- **Doc Type:** Type of document
- **Document Number**
- **Details:** Provides a separate screen to view the details of the document
- **Clinician:** Ordering Provider
- **Activity Date:** Date/Time of transcribed document
- **Entered At:** Facility information was obtained

## Discharge Summaries

The Discharge Summaries tab only includes summaries related to Emergency or Inpatient discharges. All columns are in the same format as the Documents tab as listed above.



## Advance Care Documents

The Advance Care Documents tab includes various types of documents related to a patient's wishes regarding their treatment and care.

These types of documents include (but are not limited to) the following:

- Designation of Patient Advocate
- Designation of Patient Advocate – NO BLOOD
- Do Not Resuscitate
- Durable Power of Attorney – Finance Only
- Durable Power of Attorney for Healthcare
- Guardianship
- Living Will – Treatment Preferences
- Mental Health Power of Attorney
- Organ Donation
- Physician Orders for Life-Sustaining Treatment (POLST)
- Statement of Treatment Preferences (SOTP)

## CCD (Continuity of Care)

Continuity of Care documents, generated from a facility or organization's EMR, will display in this tab.

## Diagnoses



The Diagnoses tab lists the patient problems and associated information.

Diagnoses				
Diagnosis Type	Description	ICD Code	Status	Last Updated
W	Urinary tract infection, site not specified	N39.0 _t19	Active	Sparrow Hospital
W	Unspecified symptoms and signs involving the genitourinary system	R39.9 _t19	Active	Sparrow Hospital
W	Nausea with vomiting, unspecified	R11.2 _t19	Active	Sparrow Hospital

- **Diagnosis Type:** **A** = Admitting, **W** = Working, and **F** = Final
- **Description:** The description of the diagnosis (Ex. Hypertension, Hyperlipidemia, etc...)
- **ICD Code:** The ICD code associated with the diagnosis
- **Status:** Displays whether the condition is active or not
- **Last Updated:** Facility information that the diagnosis was updated from.

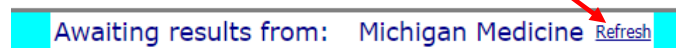
## Procedures

The **Procedures** tab lists services provided to a patient. This includes the name of the procedure (listed as **Operation**), the **Procedure Date**, the **Care Provider** (if available), the **Operation Code** and the date and time the information was **Last Updated**.

## Additional Information about Using VIPR

### Awaiting Results

Due to the significant amount of data that is captured for some patients, there may be times where new data is not immediately viewable. If the following alert displays, select **Refresh** to update the patient's information. See below:



### Temporary patient consolidation

In the event that a search returns multiple records for the same patient that haven't been fully matched, VIPR 2019 allows the user to temporarily consolidate the records into one view. This feature does not permanently merge or combine the records. The consolidated view will be removed when a user begins a new patient search or logs out.



To temporarily consolidate a patient's record:

1. Search for a patient. On the search results page click the boxes to the left of the patient's identifiers

<input checked="" type="checkbox"/>	100543261 ...6589	TEST, TEST	Female	01/01/1950	4125 DOVE STREET, PORT HARBOUR MI 4856
<input checked="" type="checkbox"/>	100544762 ...6589	TEST, TEST	Female	01/01/1950	4125 DOVE STREET, PORT HARBOUR MI 4856

2. Click the **View Selected Patient Records** button.

View Selected Patient Records			
Identifiers	Name	Gender/DOB	Address

3. A warning will display. If you are certain that the records belong to the same patient, click **OK**.

WARNING: You have selected patients that have different Master Patient IDs. Click [OK] if you are sure they are the same person.
 

OK
 Cancel



## Multiple Sources

If the patient has multiple matched records in VIPR, a plus sign will display to the left of the identifier. To see the sources of information, click on the plus sign. The multiple sources will be listed.



Identifiers	Name	Gender/DOB	Address	InfoTypes
<input checked="" type="checkbox"/> 101851588 ...1414	Johnson, John	M 01/01/1999	456 NorthSouth LN, Updown MI 44499	

## Opt Out

Great Lakes Health Connect honors the choice that patient have in removing their information from view within VIPR. Patients in an **Opt Out** status will not show in the results of the Patient Search Screen, nor will it state that they have opted out.

For more information about **Opt Out**, visit the GLHC website: [www.gl-hc.org/opt-in-or-opt-out](http://www.gl-hc.org/opt-in-or-opt-out)

## Quick Find

Use the following steps to search for a specific piece of information on a records when a large amount of information is being displayed.

1. Open the desired tab of information about the patient.
2. Click and hold the "CTRL" key on your keyboard and then click the "F" key, then release both.
3. The popup window will display (typically in the upper right-hand corner of the screen). The format may vary based on your internet browser.



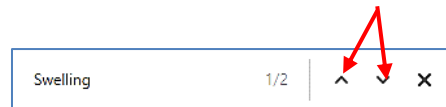
4. Enter the word (or a few letters of the word) that you are searching for. For example, user typed in the word "swelling". The search box indicates that there are two results.



- a. "Swelling" is highlighted on the page.

Allergies and Adverse Reactions		
Category	Allergen	Nature of Reaction
DA	RISPERIDONE	Other (See Comm
DA	CLOTRIMAZOLE	Rash
DA	BEE POLLENS	Swelling
DA	LATEX, NATURAL RUBBER	Hives
DA	ITRACONAZOLE	Other (See Comm
DA	LIDOCAINE	Swelling

5. Use the up and down arrows in the search box to navigate to the next result.



To begin a new search, type over the existing word in the search box.

To close the search box, click on the X.



## Resources

Additional Resources and VIPR Guides can be found by selecting **Help** displayed underneath the GLHC Logo on the **Patient Search** screen.



## Supported Browsers

The following browsers are supported by VIPR.

- Google Chrome
- Microsoft Internet Explorer 11
- Microsoft Edge
- Mozilla Firefox
- Apple Safari

GLHC recommends that your organization always apply the latest security updates for your browser and operating system.