GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Administrator Training

Great Lakes Health Connect
March 2019

Creating Care Connected Communities

Welcome!

Emmalilly Hoxsie
Communications Specialist

Tracy Webb
Implementation Consultant

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Zoom!

- Attendees muted
- No video necessary
- Q&A
  - Any question or comments you have!

zoom

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Agenda

- GLHC Network
- VIPR 2019
- User Management Demonstration
  - Note: We will not be reviewing how to view clinical information in this presentation. User Training webinars are available, as well as user guides on the GLHC website.
- Go-Live Actions
- Resources
- Questions

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

The GLHC Network

VIPR 2019
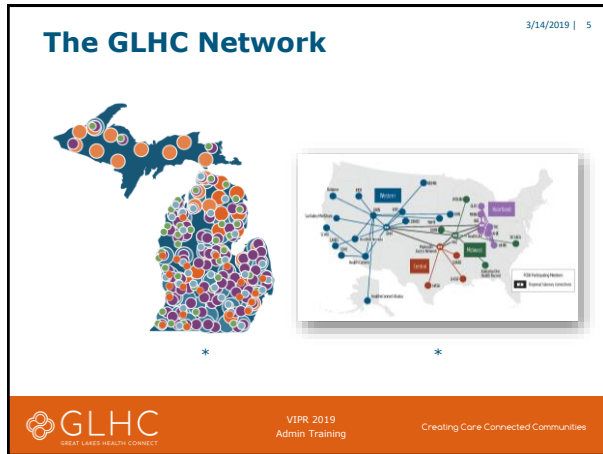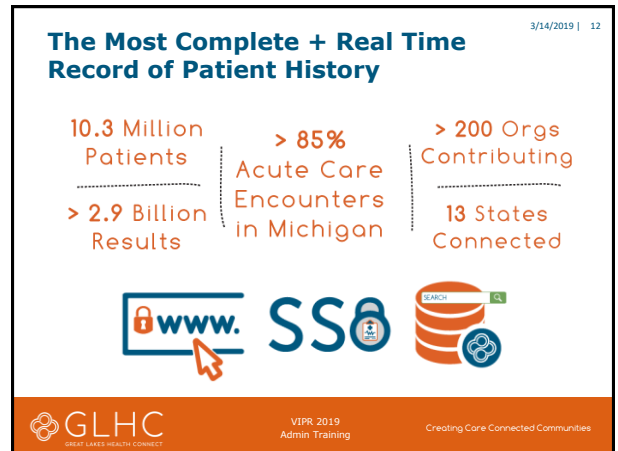Admin Training

Creating Care Connected Communities

Coverage & Volume

- 129 Hospitals (85% of Acute Beds)
- 4,000 Ambulatory and Allied Care Organizations
- More than 10 million patients
- Over 1 Billion messages per year

VIPR 2019
Admin Training

Creating Care Connected Communities

Privacy + Security

HITRUST
CSF Certified

Gold-Standard for Health IT Security & Regulatory Compliance

Certified in 2017

VIPR 2019
Admin Training

Creating Care Connected Communities

Service types working with GLHC (1 of 2)

VIPR 2019
Admin Training

Creating Care Connected Communities

Slide 9 — Service types working with GLHC (2 of 2)

Slide 10 — Collaborations + Partnerships

Slide 11 — Virtual Integrated Patient Record (VIPR)

Slide 12 — The Most Complete + Real Time Record of Patient History

Slide 13

VIPR 2019

Overview
- Responding to the market
- Meeting evolving needs
- Supporting care reinvention
- Looking to the future

Benefits
- Improved patient search
- Improved navigation within the tool
- Laboratory results shown as a trend
- Patient demographics details on one page
- Temporary patient consolidation view
- Easy access to high-usage documents
- Faster, more responsive interface
- User access managed by the practice/org

GLHC — VIPR 2019 Admin Training — Creating Care Connected Communities

Slide 14

VIPR Administrators

- Manage users
  - Add, edit, disable
  - Review users every 90 days and make necessary changes to role and status
- Share training materials and updates from GLHC

GLHC — VIPR 2019 Admin Training — Creating Care Connected Communities

Slide 15

User Management Demonstration

GLHC — VIPR 2019 Admin Training — Creating Care Connected Communities

Slide 16

Overview of Demo

- Special Notes
- Logging into VIPR
- Creating Users
  - Necessary fields
  - Roles
  - First time log in
  - Passwords + Challenge Questions
- Edit + disabling Users
- "Forgot password?" Feature

GLHC — VIPR 2019 Admin Training — Creating Care Connected Communities

Special Notes

- Sessions log out after 15 minutes
- Inactive accounts are disabled after 60 days
- Passwords expire after 90 days

VIPR 2019
Admin Training

Creating Care Connected Communities

Current VIPR Admins Transition to VIPR 2019

1. GLHC emails you a link to new VIPR (March 19)
2. Enter current username
3. Click "Forgot Password?"
4. Answer Challenge Question
5. Receive email to reset password
6. Create + confirm new password

VIPR 2019
Admin Training

Creating Care Connected Communities

Logging in for the first time
(VIPR ADMINS)

VIPR 2019
Admin Training

Creating Care Connected Communities

Logging in for the first time
(VIPR ADMINS)

VIPR 2019
Admin Training

Creating Care Connected Communities

Slide 21

Password Requirements

3/14/2019 | 21

Passwords must be at least eight characters AND contain at least three of the following four types of characters …

- Upper Case Letter(s) … ABC
- Lower Case Letter(s) … abc
- Number(s) … 123
- Non-Alphanumeric(s) … $&!

GLHC
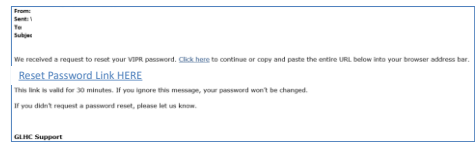GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Slide 22

New VIPR Admins or
Never Logged In

3/14/2019 | 22

- VIPR Admins will receive the following email when account is created
- **Link is valid for 24 hours!**
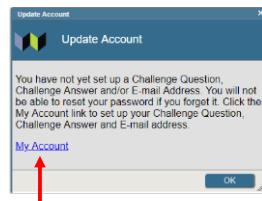- Contact GLHC Support if VIPR Admin is unable to access the link within that timeframe.

From:
Sent: \
To:
Subject:

We received a request to reset your VIPR password. Click here to continue or copy and paste the entire URL below into your browser address bar.

Reset Password Link HERE

This link is valid for 30 minutes. If you ignore this message, your password won't be changed.

If you didn't request a password reset, please let us know.

GLHC Support

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Slide 23

Challenge Question/Answer

3/14/2019 | 23

- Challenge Question/Answer is mandatory for VIPR support assistance from GLHC and to reset your password
- Click on "My Account" to create a Challenge Question/Answer

Update Account

Update Account

You have not yet set up a Challenge Question, Challenge Answer and/or E-mail Address. You will not be able to reset your password if you forgot it. Click the My Account link to set up your Challenge Question, Challenge Answer and E-mail address.

My Account

OK

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Slide 24

Initial Login: Challenge Question/Answer

3/14/2019 | 24

- Select dropdown arrow to select a challenge question

New Password:
Confirm Password:
Challenge Question:
Challenge Answer:

- Enter challenge answer and save account
- Account saved notification appears
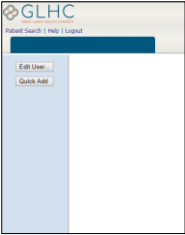
Save Account   Account Saved

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Successful Login!
(VIPR ADMINS)

Not able to see clinical information ...   Able to see clinical information ...
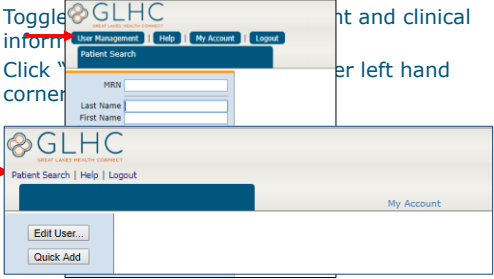
VIPR 2019
Admin Training

Creating Care Connected Communities

Accessing User Management

- Toggle ... nt and clinical inform...
- Click ... er left hand corner...

VIPR 2019
Admin Training

Creating Care Connected Communities

Creating New Users

- Click "Quick Add"
- Enter mandatory information
- Click "Save User"

VIPR 2019
Admin Training

Creating Care Connected Communities

Mandatory Fields

* = Mandatory Information

VIPR 2019
Admin Training

Creating Care Connected Communities

Mandatory Fields + Function

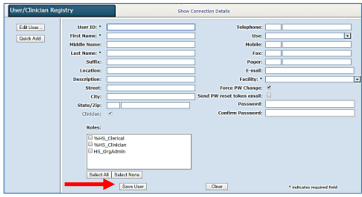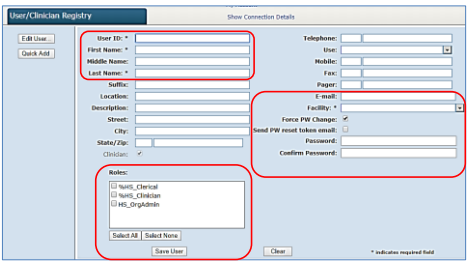| Name	Type	Function
User ID	Text	
First Name	Text	
Last Name	Text	
Email	Email Address	Users can reset their own password when they enter their email address into VIPR.
Password	Text	If the user does not have an email address, use this field to create a temporary password.
Send PW Reset Token Email	Checkbox	Check (and save) to send user a reset password email (user must have an email address entered into VIPR for this to work)
Facility	Dropdown	Select Facility to display available roles
Roles	Dropdown	Provides specific functions or views of VIPR

GLHC
GREAT LAKES HEALTH CONNECT
VIPR 2019
Admin Training
Creating Care Connected Communities

User Role Options

User Role	Description
GLHC_Clerical	User can **only** view Patient Demographic, Encounters, and Insurance information
GLHC_Clinical	User will be able to view all data in VIPR
GLHC_ACD	User will only be able to view Advance Care Directive documents
GLHC Support	User will only be able to view their organization's data

User Management Hierarchy
- GLHC Support – manage VIPR Admin accounts only
  - VIPR Admins – manage VIPR users from their organization, cannot manage other VIPR Admin accounts
    - VIPR Users – can only manage their own accounts

GLHC
GREAT LAKES HEALTH CONNECT
VIPR 2019
Admin Training
Creating Care Connected Communities

Creating & Sending Passwords

- "Send PW reset token email" can only be used if the user has an email address added to their VIPR account
- If the user does not have an email address added … VIRP Admin manually enters a temporary password and inform user securely of username <u>and</u> temporary password

Send PW reset token email: ☐
Password: [   ]
Confirm Password: [   ]

GLHC
GREAT LAKES HEALTH CONNECT
VIPR 2019
Admin Training
Creating Care Connected Communities

Password Reset Email

- If "Send PW reset token email" is checked, users receive password reset email
- Inform staff to follow link and follow same steps as you did logging in

Username:
MichiganUser
New Password:
[●●●●●●●●]
Confirm Password:
[●●●●●●●●]
Submit

- Reset Password Link is only valid for 30 minutes
  - During transition period, link is valid for 24 hours

GLHC
GREAT LAKES HEALTH CONNECT
VIPR 2019
Admin Training
Creating Care Connected Communities

Editing User Accounts

- Edit functions include
  - Edit first or last name
  - Inactivate user accounts
  - Manage password
  - Adjust user role
- Click "Edit User" to edit existing user accounts

Edit User...

Quick Add

GLHC
GREAT LAKES HEALTH CONNECT
VIPR 2019
Admin Training
Creating Care Connected Communities

Search for User

- Search for users using …
  - Last Name
  - First Name
  - User ID
- Click "Search User/Clinicians"
- Leave all fields blank to search for all users in an organization
- Do not search by …
  - Clinician number
  - Assigned By
  - Facility

Find User

Last Name

First Name

User ID

Clinician Number

Assigned By

Facility

Clinicians Only:
Show Inactives:
Search User/Clinicians

Clear   Close

GLHC
GREAT LAKES HEALTH CONNECT
VIPR 2019
Admin Training
Creating Care Connected Communities

Searching for Clinicians and Inactive Users

- Check the boxes to narrow search results
  - Clinicians Only
  - Inactive Users

Find User

Last Name

First Name

User ID

Clinician Number

Assigned By

Facility

Clinicians Only:
Show Inactives:
Search User/Clinicians

Clear   Close

GLHC
GREAT LAKES HEALTH CONNECT
VIPR 2019
Admin Training
Creating Care Connected Communities

Search Results

- Displays Name, User ID, Clinician role Y/N, and Active Y/N
- X = Yes!

First Name	Users Found (click on a name to select):						
	Name	User ID	Description	ID Number	Assigning Authority	Clinician	Active
User ID	Tammy Thompson	thompson					X
thompson							
Clinician Number							
Assigned By							
Facility							
Clinicians Only:							
Show Inactives:							
Search User/Clinicians							

GLHC
GREAT LAKES HEALTH CONNECT
VIPR 2019
Admin Training
Creating Care Connected Communities

Editing User Accounts

Click the name you wish to edit

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Editing User Accounts – User Tab

- The following user information can be edited:
  - **First Name**
  - **Last Name**
  - **Email**
  - **Account Status**
    - Active = checked
    - Inactive = unchecked

- Other fields are not mandatory
- Click "Save User" once information is changed
- User ID cannot be edited

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Editing User Accounts – Login IDs Tab

- Select the "Login IDs" tab to modify the following:
  - User Password
  - Locked Status
  - Expiration Date
  - Challenge Question/Answer Information
  - Role

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Login IDs Tab

- Information to change
  - Expiration Date
  - Force a password change
  - Enter a temporary password
  - Role

- Click "Save Login ID" once changes are made

- Do not change or add Login ID

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Inactivating/ Reactivating User Accounts

- To inactivate an account, uncheck the "Active" box in the user tab and then click "Save User"

  Active: ☐

- To re-activate an account …
  - Search for user (Remember to click "Show Inactives")
  - Select the user
  - Check the "Active" checkbox in the user tab
  - Click "Save User"

    Description: [   ]
    Active: ☐
    Clinician: ☐

    [Save User]

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

"Unlocking" User Accounts

- Five consecutive incorrect login attempts

- Users **WITH** an email address
  - Instruct users to use "Forgot Password" feature

- Users **WITHOUT** an email address
  - Need to be unlocked by VIPR admin

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

To unlock user accounts WITHOUT an email address

- Search for and open user account
- Confirm the username and answer to challenge question
- Go to "Login IDs" tab
  - Click "Force PW Change" checkbox
  - Enter new temporary Password and Confirm Password

    Force PW Change: ☑
    Password: [   ]
    Confirm Password: [   ]

  - Click "Save Login ID"
- Make the user aware of the temporary password

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Summary

In VIPR 2019, VIPR Admins are responsible for managing the VIPR users for their organization.

VIPR Admin accounts can only be created/edited by GLHC Support.

Today we covered
- How to log in
- How to create accounts
- How to edit accounts
- How to reset passwords

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Go-Live Actions

1. Logging into VIPR 2019
   - GLHC emails you a link to VIPR 2019 (March 19)
   - Enter current username
   - Click "Forgot Password?"
   - Answer Challenge Question
   - Receive email to reset password
   - Create + confirm new password

2. Managing Users (deadline = March 29)
   - Share training materials and instruction about how to use VIPR.
   - Confirm that all VIPR users are actively employed at your organization.
   - Create, edit, and deactivate VIPR user accounts as necessary.

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Key Dates

- March 19 = GLHC emails you a link to VIPR 2019
- March 29 = Deadline for initial Admin Actions
- April 1 = All users are using VIPR 2019

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Reminder - Decide how users will first login to VIPR 2019

Option 1
- Users have an email address
- Send user a reset password email
  - Link in email is good for 24 hours during the VIPR transition period!

Option 2
- Users don't have an email address
  - OR timeframe for valid link is not practical
- Create temporary password and securely provide it to the user

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

REMINDER - 90 day review

ATTN: VIPR ADMINS

REVIEW USERS EVERY 90 DAYS

VIPR Admins need to review all of the their users with access to VIPR and the verify the appropriateness of each user's role every 90 days.

Any changes need to be made immediately following the review.

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Slide 49

Audience Questions

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Slide 50

Training Resources
www.gl-hc.org/vipr-training-guides

Admins
- Training Webinar Recordings

- Step-by-step guides

- Quick Reference Guide for VIPR Admin Transition

General Users
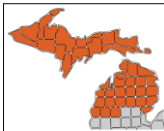- Training Webinar Recording

- Step-by-step guides

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Slide 51

Implementation Consultants
www.gl-hc.org/consulting-training
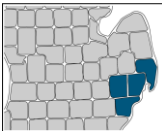
Northern Michigan

Mary Graham

Mgr, Community Engagement

(616) 323 – 2959
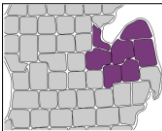mgraham@gl-hc.org

Metro Detroit

Tracy Webb

Implementation Consultant

(810) 908 - 2319
twebb@gl-hc.org

Thumb + Bay

Katrina Khouri

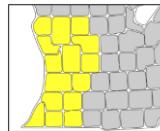Implementation Consultant

(810) 252 - 4475
kkhouri@gl-hc.org

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Slide 52

Implementation Consultants
www.gl-hc.org/consulting-training

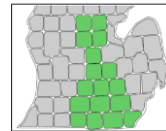**Western Michigan**

Carrie Strom

Implementation Consultant

(616) 588 -4692
cstrom@gl-hc.org

Central Michigan

Bryan Bulock

Sr. Implementation Consultant

(517) 749 – 2637
bbulock@gl-hc.org

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

GLHC Support

- Admin account editing
- Technical questions

- (844) 454 – 2443
- Support@gl-hc.org

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Audience Questions

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities

Thanks for joining

www.gl-hc.org/
vipr-training-guides

info@gl-hc.org

(844) 454 – 2443

GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
Admin Training

Creating Care Connected Communities