



GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019 Administrator Training

Great Lakes Health Connect
March 2019

Creating Care Connected Communities

3/18/2019 | 2

Welcome!

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Communications Specialist



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Implementation Consultant





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Zoom!

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




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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



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The GLHC Network

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Coverage & Volume

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

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Privacy + Security

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HITRUST
CSF Certified

Gold-Standard for Health IT Security & Regulatory Compliance

Certified in 2017

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Service types working with GLHC (1 of 2)

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COUNTIES WITH LONG TERM / POST-ACUTE CARE AGENCIES CONNECTED TO GLHC
February 2019

Map Key

- Home Health
- ▲ Skilled Nursing Facility
- Rehab Facility

HEALTH DEPARTMENTS CONNECTED TO GLHC
February 2019

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Service types working with GLHC (2 of 2)

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Federally Qualified Health Centers (FQHCs) Connected to GLHC February 2019

Community Mental Health Agencies Connected to GLHC February 2019

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Collaborations + Partnerships

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MHA Michigan Health & Hospital Association

Primary Care ASSOCIATION

Medical Advantage Group

ANSWER HEALTH

Home Care & Hospice

FLINTREGISTRY

MCHIR Michigan Care Improvement Registry

LeadingAge Michigan

MPRO

MDHHS Michigan Department of Health & Human Services

H/MSS

mahp

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Virtual Integrated Patient Record (VIPR)

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Health Systems

SNF/PAC/LTC

Health Plans

Behavioral Health Services

Medical Practices

Virtual Integrated Patient Record (VIPR)

Clinical Community Viewer

See the list of who's contributing on the GLHC website: gl-hc.org/vipr-data-sources-1

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The Most Complete + Real Time Record of Patient History

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10.3 Million Patients

> 2.9 Billion Results

> 85% Acute Care Encounters in Michigan

> 200 Orgs Contributing

13 States Connected

www.sso

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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
- Patient consolidation temporary view
- Easy access to high-usage documents
- Faster, more responsive interface
- User access managed by the practice/org



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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



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User Management Demonstration



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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



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Special Notes

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



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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 (one challenge question and answer was copied into VIPR 2019, only for current VIPR Admins)
5. Receive email to reset password
6. Create + confirm new password

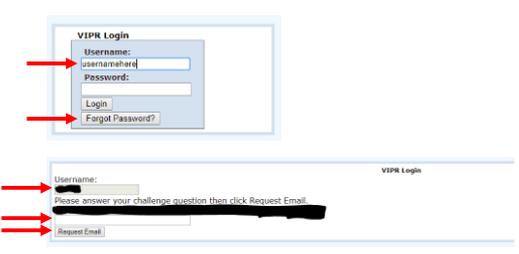


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Logging in for the first time (VIPR ADMINS)



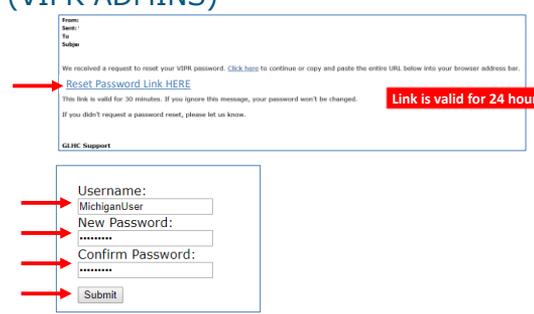


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Logging in for the first time (VIPR ADMINS)





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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) ... \$&!

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

From: [redacted]
Sent: [redacted]
To: [redacted]
Subject: [redacted]

We received a request to reset your VIIPR 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.

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3/18/2019 | 23 Challenge Question/Answer

- The Challenge Question/Answer is used for identity verification
- Required to receive assistance from GLHC Support **AND to reset your password**
- Current VIIPR Admins already have one added!
- Click on "My Account" to create a Challenge Question/Answer

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3/18/2019 | 24 Initial Login: Challenge Question/Answer

- Select dropdown arrow to select a challenge question

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

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Successful Login! (VIPR ADMINS)

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Not able to see clinical information ...

Able to see clinical information ...

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Accessing User Management

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- Toggle [GLHC] and clinical information
- Click [User Management] on the left hand corner

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Creating New Users

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

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Mandatory Fields

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* = Mandatory Information

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Mandatory Fields + Function 3/18/2019 | 29

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



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User Role Options 3/18/2019 | 30

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



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Creating & Sending Passwords 3/18/2019 | 31

- “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 ... VIPR Admin manually enters a temporary password and inform user securely of username and temporary password

Send PW reset token email:

Password:

Confirm Password:



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Password Reset Email 3/18/2019 | 32

- 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:
.....

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



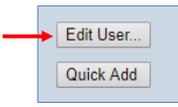
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Editing User Accounts

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



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Search for User

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- 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



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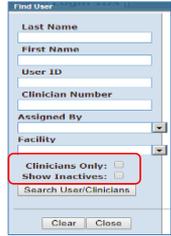
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Searching for Clinicians and Inactive Users

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



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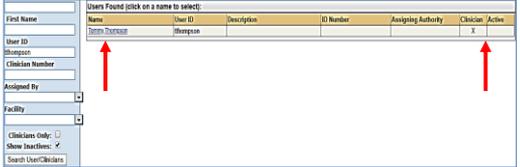
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Search Results

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



Users Found (click on a name to select):						
First Name	Name	User ID	Description	ID Number	Assigning Authority	Clinician Active
	Tom Dufour	Shayna				Y X

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Editing User Accounts

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Click the name you wish to edit

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Editing User Accounts – User Tab

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- 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

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Editing User Accounts – Login IDs Tab

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

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Login IDs Tab

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- 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

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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"



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"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

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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



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

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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

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Go-Live Actions

- 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
- 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.


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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


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Reminder - Decide how users will first login to VIPR 2019

<p>Option 1</p> <ul style="list-style-type: none"> Users have an email address Send user a reset password email <ul style="list-style-type: none"> Link in email is good for 24 hours during the VIPR transition period! 	<p>Option 2</p> <ul style="list-style-type: none"> Users don't have an email address <ul style="list-style-type: none"> OR timeframe for valid link is not practical Create temporary password and securely provide it to the user
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REMINDER - 90 day review



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

Any changes need to be made immediately following the review.


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Audience Questions



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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

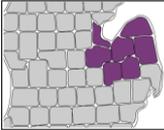


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Implementation Consultants

www.gl-hc.org/consulting-training

<p>Northern Michigan</p> 	<p>Metro Detroit</p> 	<p>Thumb + Bay</p> 
<p>Mary Graham</p> <p>Mgr, Community Engagement</p> <p>(616) 323 - 2959 mgraham@gl-hc.org</p>	<p>Tracy Webb</p> <p>Implementation Consultant</p> <p>(810) 908 - 2319 twebb@gl-hc.org</p>	<p>Katrina Khouri</p> <p>Implementation Consultant</p> <p>(810) 252 - 4475 kkhouri@gl-hc.org</p>



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3/18/2019 | 52

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GLHC Support

- Admin account editing
- Technical questions

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



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Audience Questions

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Thanks for joining



[www.gl-hc.org/
vipr-training-guides](http://www.gl-hc.org/vipr-training-guides)

info@gl-hc.org

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