

Congratulations on your acceptance to Mercy College of Ohio!

New students and applicable returning students must order an account with **CastleBranch**, the company verifying that documents are complete and valid. The cost is approximately \$170, payable to CastleBranch.

Returning students please refer to *Students Returning to Clinicals* under the *FAQs and Tips* section of the [Mercy College website](#).

Detailed Information about requirements and instructions for ordering your CastleBranch account are posted on the Mercy College website at <https://www.mercycollege.edu/background>. CastleBranch answers to frequently asked questions (FAQs) about placing the order can be found at <https://mycb.castlebranch.com/help>.

- Your program code, program deadline, and the custom ordering portal link are available on the [Mercy College website](#). Multiple options are listed; **make sure you select the correct YEAR – campus – program – semester.**
- Mercy College only accepts results of fingerprinting/background checks and drug tests processed through CastleBranch. Except in rare instances applying to online out-of-state students, **fingerprinting MUST be done in Ohio. Michigan fingerprinting is NOT accepted.**
- Following the instructions provided by CastleBranch is vital.
- Fingerprinting/background check, drug test, and health records must be completed by your program's deadline to meet eligibility to attend clinicals.
- Health records and background check requirements are subject to change between semesters based on clinical and/or hospital mandates. **You are responsible for maintaining all current clinical requirements while you are in the program to remain eligible for clinicals. Make sure you review the most current information (either from the website or online) after you order your CastleBranch account).**

Your CastleBranch account includes access to an extensive video library to assist with FAQs <https://support.castlebranch.com/mycb/faq-videos/>. The Mercy College website and the CastleBranch video library are valuable resources when you have questions about the requirements.

If, after reviewing the information on the website and the CastleBranch video FAQs library, you still have questions – please contact clinicalcompliance@mercycollege.edu. Be sure to include:

- Full name
- EMPOWER Student ID
- Program of study
- Email address and phone number
- Your specific question(s)

Email is preferred as it allows tracking of recurrent questions and issues so they can be resolved. However, if necessary, please call 419-251-1722. When leaving a message, speak slowly, spell your last name, and include your Student ID number.

We look forward to seeing you soon!



Janice Bernard
Clinical Compliance Coordinator

Office: Compliance and Risk Management
Date: 10/4/19
Information: for new clinical students