Students Returning to Clinicals

1. Students who return/are readmitted to a clinical program after an absence follow Policy 530 Criminal Background Check and Drug Screen to determine what steps must be taken to ensure compliance prior to clinical placement.
   a) Students who have failed a course OR have been absent from the clinical program less than a year but have been continuously enrolled at the College (an official Leave of Absence is not considered continuous enrollment) will not be required to create a new CastleBranch account if:
      • Original background check/fingerprints, drug screen and physical were all completed less than one year earlier; and
      • The other health requirements of the program are met.
   b) Students who have been absent from the clinical program for a year or more are required to create a new CastleBranch account to meet all current requirements, including new background check/fingerprinting, drug screen, and physical. Unexpired documentation from a previous account (vaccination records, titer reports, etc.) can be saved and uploaded to the new account. Proceed to Step 2 below.
   c) Students who begin a health program at the College but subsequently withdraw or change programs may be allowed to transfer their account upon acceptance into a new health program if:
      • Original background check/fingerprints, drug screen and physical were all completed less than one year earlier;
      • The other health requirements of the new program are met; and
      • Approval is given by the Dean.

2. If a new account is required, DO NOT ask CastleBranch to move a previous account to the new semester, as doing so will not properly update the account. Even if CastleBranch states a new account is not required, students must follow our guidelines to satisfy our clinical sites. CastleBranch does not track individual school procedures. If you have questions, contact clinicalcompliance@mercycollege.edu.
   a) Refer to the Program Codes and Deadlines PDF on the Mercy College website to determine the package code for the correct YEAR - campus – program – semester. Multiple years and codes are listed, make sure you choose the correct package.
      • RETURNING students whose program has an earlier deadline than new students (i.e., upper level BSN students and students who must be prepared to begin clinicals immediately) have package codes designated with an “R” in them.
   b) If you paid for your prior account, you may sign into your OLD CastleBranch account and enter the new package code in “Place Order” box at the top of the page.
   c) Alternatively, follow the directions on the Mercy College website, using the link to the CastleBranch ordering portal to select from a drop-down menu.

3. If the previous account has been archived, uploaded documents will not be visible. To retrieve the documents, after ordering the NEW account:
   a) Send an email to clinicalcompliance@mercycollege.edu asking that the old account be unarchived (include your full name; former last name, if previous account was under a different name; Student ID number and the program in which you are enrolled).
   b) Once your account has been unarchived, save the appropriate information to your computer and upload complete documentation to the requirements on your new account.
   c) Once you are done moving documents, send an email to clinicalcompliance@mercycollege.edu and request that the old account be re-archived.

Office: Compliance and Risk Management
Date: 5/7/18
Information: for returning clinical students