

Questions, concerns, or inquiries about the CastleBranch/MyCB To Do List and clinical requirements should be directed to the CastleBranch Help Desk at [888.723.4263](tel:888.723.4263)

Questions related to the program or clinical experience can be answered by the Program Administrator. A list of the program administrators is available on the [website](#) under **Placing CastleBranch Orders**.

BACKGROUND CHECKS/DRUG TEST

(Q) *Do I have to pay extra for the background checks and the drug test?*

(A) Cost of the CastleBranch package covers fees for the background check, drug test and fingerprinting providing CastleBranch instructions are followed (results from other parties are not accepted).

(Q) *Can I submit background check reports or drug screen results from other source (employer, previous college, etc.)?*

(A) Only reports processed through the CastleBranch instructions are accepted.

(Q) *I already have a CastleBranch account from a previous school, why do I need to purchase a new account?*

(A) CastleBranch requirements are school-specific, therefore accounts cannot be transferred from another school.

(Q) *I have a CastleBranch account but have changed programs, do I need to purchase a new account?*

(A) Students who begin a College Health Program and subsequently withdraw may be allowed to transfer their CastleBranch account to the new program if the original health program assessments were all completed within the past year. Contact your program administrator for more information.

Students who have been absent for longer than three semesters must purchase new CastleBranch accounts.

FINGERPRINTING

(Q) *Do I have to pay extra for fingerprinting?*

(A) Cost of the CastleBranch package covers fees for the background check, drug test and fingerprinting providing CastleBranch instructions are followed (results from other parties are not accepted).

(Q) *How long does it take for fingerprint results to be returned?*

(A) Schedule the fingerprinting appointment as soon as possible after the CastleBranch package has been ordered. **Normal fingerprint processing can take up to a month**, and occasionally longer. Make sure you enter the date your fingerprints were scanned into CastleBranch, so the date can be monitored in case follow-up is required.

Office: Compliance and Risk Management

Date: 6/15/21

Information for All Clinical Students

CLINICAL REQUIREMENTS

(Q) *I'm overwhelmed - I don't know where to start!*

(A) Share the *Physical/Health Screening and Clinical Requirements* document with your health provider to get started. Titers (blood tests) can prove immunity and your health provider can determine any additional screening that must be completed.

(Q) *I don't know where my vaccination records are/my provider's office has closed.*

(A) If you have had vaccinations but cannot find the documentation, titers (blood tests) can show whether you have immunity or whether you must repeat vaccinations. If you do not have a local health provider, refer to *Resources for Obtaining Health Requirements* under **Resources** on the [website](#).

(Q) *I must repeat a vaccination series and I'm going to miss the deadline!*

(A) If you must complete a vaccination series, you must remain current in the series. CastleBranch will create alerts for you to provide documentation as you progress through the series until you are compliant.

(Q) *How do I upload documents?*

(A) Students are responsible for uploading health requirement related documents to the clinical requirements tracker (refer to *Uploading Documents to CastleBranch* under **Resources** on the [website](#)).

Background check/fingerprint results and drug test results will be uploaded automatically when they are processed.

(Q) *How long will it take for my documents to be reviewed?*

(A) While sometimes reviewed sooner, allow a minimum of two weeks for documents to be reviewed and processed by CastleBranch.

(Q) *Can the document review be expedited?*

(A) Documents uploaded to CastleBranch within one week of the deadline are not eligible for expedited processing **except for instances such as the second or third vaccine of a series that is in process and cannot be completed early**.

(Q) *My documentation has been uploaded, but is showing pending – am I compliant?*

(A) Requirements are not compliant until reviewed and accepted by CastleBranch.

(Q) *What is a TDL Summary and where do I find it?*

(A) Students may be asked to provide a CastleBranch *To-Do List (TDL) Summary* (refer to **Resources** on the [website](#)) to verify eligibility to attend clinicals. **“Compliant” is a temporary status**. The *TDL Summary* is modified whenever new documentation becomes due/is submitted/approved and the “Compliant Until” date is updated.

(Q) *I have my renewal document (BLS, TB, etc.) but why can't I upload it?*

(A) CastleBranch will email reminders before renewal items are due. **Space to upload renewal document will appear 21 (twenty-one) days before current document expires**.

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Information for All Clinical Students

(Q) My documents were rejected, but I don't know why.

(A) CastleBranch reviewers will provide an explanation of why documents were rejected, so read rejection notices carefully. Commonly rejected items include:

- TB 2-step: documentation must include testing and reading results for both arms within the one- to three-week time period.
- TB renewals: testing on one arm must be completed prior to the expiration date. If more than 365 days have elapsed since the previous test was administered, a new TB 2-step or blood test will be required.
- TDAP: documentation must specifically show that **TDAP** was administered.

(Q) Do need a COVID vaccine?

(A) Mercy College of Ohio currently does not require students to be vaccinated against COVID-19, but it is a requirement of some clinical sites for placement. Your program administrator will let you know if this is required.

(Q) I am unable to have a vaccine/complete a requirement – what do I do?

(A) Refer to *Exemptions or Due Date Extensions for Clinical Requirements* under **Resources** on the [website](#). The College will make a reasonable attempt to find alternate clinical placements for students seeking waivers or extensions, but it is at the discretion of clinical sites whether students are permitted to participate in clinical experiences. Waivers/Extensions are subject to approval by each clinical or practicum site each semester. **If waivers/extensions are denied, it will prevent placement in clinical experiences and progression in the academic program.**

(Q) I'm a former student and I need access to my vaccination records.

(A) Vaccination records are not kept outside of CastleBranch.

TIP: make sure your documents have a descriptive and specific name, as a copy will be saved in the My Documents section of your CastleBranch account. This is helpful if you ever need to resubmit documents or retrieve documents as they will be easier to locate if they are named properly. Access to My Documents even after your account is archived when you graduate or leave (if your tracker is archived you will not be able to access uploaded documents from the tracker).

Please contact CastleBranch if you have questions or need help.