CASTLEBRANCH OVERVIEW

HELPFUL HINTS TO NAVIGATE CASTLEBRANCH

- Multiple documents may be uploaded to an individual requirement.
- Documentation is reviewed by each individual requirement. Always upload supporting documentation to the identified requirement. Reviewers will not look elsewhere in your profile for supporting documentation.
- Pay specific attention to what is being asked of you in the rejection or renewal notice.
- CastleBranch should be your first line of contact when you have questions about a rejection notice.
- All technical support is provided by CastleBranch.
- All uploaded documents are stored in your document center.

BACKGROUND CHECK AND DRUG SCREENING CLEARANCE

Background Checks and 10-panel drug screening are required for all students upon matriculation into a degree program. Subsequent retesting will be determined by site specific requirements. Some students may have fingerprinting requirements as a condition of a state specific background check, which will require travel to a fingerprint service location. CastleBranch will alert you if fingerprinting is required upon placing the order for your background check. All drug screening is conducted through authorized lab partners. Appointments are scheduled online, review the eChain and/or fingerprint registration forms in your CastleBranch Profile for more details. Mobile units are available at the College approximately 6 weeks prior to the start of Fall and Spring Semester. See blackboard for specific dates and registration requirements.

Hits on Background Check Reports and Drug Screenings typically require an appointment with an administrator to discuss report findings prior to being cleared for clinical practice. The lab partners of CastleBranch prohibit the disclosure of medications during the collection process during the drug screening; hence drug screenings which return with questionable levels, trigger the following chain of events.

First, the student's specimen is reviewed by a Medical Review Officer (MRO) from CastleBranch. Upon review, the MRO will contact the student via phone to request a list of medications (Prescribed and OTC) to determine if one or more medications has caused a reaction with the levels as documented on the report. It is imperative that students respond to the MRO's request to avoid a delay to their clinical experience. Upon receipt of the required documentation the MRO will re-review the specimen and upload the appropriate results to the student's CastleBranch Profile. No further action is required by the student. However, if the MRO is unable to successfully contact a student, the student's report is posted __as is__ to their CastleBranch Profile. A College administrator is notified of the results, at which time, the student is provided a second opportunity to dispute the report findings and supply the required documentation to the MRO. A student may dispute the report findings, by contacting the MRO at 800-526-9341 for submission details. While in the dispute re-review process, students __may__ continue to attend clinical as scheduled. A positive drug screening report may require temporary (or permanent) removal from practicum experiences, hence immediate action is required.

IMMUNIZATION TRACKER (MEDICAL DOCUMENT MANAGER)

Document trackers provide secure online storage for all of your important documents. At the end of the online order process you will be prompted to upload specific documents required by your school for immunization, medical, or certification records. As you upload documentation to your CastleBranch Profile, trained reviewers will review your submission for completion. If your submission is rejected through CastleBranch, review the reason by clicking on the requirement within your CastleBranch Profile and take the appropriate action. You will receive a renewal notice approximately 60 days prior to a requirement's expiration/renewal date. *If you are unable to satisfy the rejected status on your own, please allow 72 business hours for the College to review rejected submissions to determine if the documentation submitted meets the College requirements. The College can override the requirement to adjust for the appropriate renewal date or acceptance status through your CastleBranch Profile. Please see Managing Rejected Submissions for clarification on what can or cannot be administratively approved.*

MANAGING REJECTED SUBMISSIONS

Common errors or omissions when uploading documentation to the immunization tracker include: MMR, Hep B, VZV- If you have submitted documentation of vaccination or history of disease, but don't have titer testing results uploaded, your results will show rejected (or overdue) until you submit your positive titer testing results. If after titer testing, your results return with one or more negative results please begin the booster series and retesting process. If you require booster vaccinations, your physician should document your progress on the Health Requirements Report form. As long as you remain in compliance with your dosage and titer schedule, your clinical placement will not be delayed due to the requirement. Again, document your progress on the Health Requirements Report Form and upload to your CastleBranch Profile. **When initially or resubmitting documentation, always include all documentation required for the identified requirement. (i.e. if vaccination and titers are required, include both in the submission attempt). Multiple documents can be uploaded to an individual requirement.**

The following types of rejected submissions *can be approved by a College Administrator* and no further action should be required on your part provided that all supporting documentation is legible and included:

- 2 step TB screening completed outside of the 1-3 week range
- 2 consecutive annual tests completed within 13 months

I NEED HELP!!! If you need assistance please contact **CastleBranch** at **888.666.7788** or servicedesk.cu@castlebranch.com and a Student Support Representative will be available **Monday**-**Thursday 8am**-**8pm, Friday 8am**-**6pm** & **Sunday 10am**-**6:30pm EST**. **LIVE CHAT** also available.

- HRF (old or new version)Part I is required, Part II is optional if supporting documentation is attached
- American Red Cross IACET Certificate of Completion in lieu of card
- Medical Waivers are approved by a College Administrator

Common errors, which can only be rectified with *student action*, include:
- Documentation must be uploaded to the identified requirement. CastleBranch will only look at the requirement listed for supporting documentation;
- Blank pages or/or illegible documentation will require resubmission;
- Both TB skin test screenings (past year and current year or 2-step from current year) should be uploaded in one attempt to allow for proper handling by CastleBranch reviewers;
- Photocopy of ID must be on Statement of Release in the space provided;
- Emergency Contact Form should be completed and uploaded;
- Health Insurance card must in the name of student or written verification from insurance carrier is required as proof of coverage;
- CPR card must be signed and both sides must be included or Acceptable CPR course must be completed;
- Driver's License- Both sides must be included;
- TD (received more than 2 years ago) submitted in placed in of Tdap;
- Lab Reports (or employee health record) must be included for titer testing

FAQs

1. If I submitted documentation to the College, must I now submit through the tracker?
   a. Yes, all students starting Spring Semester or later with clinical experiences extending beyond the 2012-13 academic year, must submit documentation through Certified Profile. Send an email from your UC email account requesting a copy of the documentation. The electronic files will be sent to your UC email account.

2. Who should I contact if I have questions or experience technical difficulties?
   a. A CastleBranch Student Support Representative should be your first line of contact with questions concerning use of the system. All technical assistance is provided by CastleBranch. The College is unable to provide technical assistance with the website.

3. Must I complete titer testing and immunizations through CastleBranch identified sites?
   a. No, you may complete titer testing and immunization through your preferred provider.

4. I've uploaded all documentation for a requirement, yet my submission keeps getting rejected, what do I do?
   a. Reviewers are only able to see the last attempt submitted. Hence, if the requirement has multiple components (i.e. vaccination and titer or front & back copies) it is required that you upload all of the documentation to one attempt. Multiple documents can be uploaded to an individual requirement. For assistance, please contact a Student Support Representative. Please See *COMMONS ERRORS OR OMISSIONS WHEN UPLOADING DOCUMENTATION TO THE IMMUNIZATION TRACKER*
   b. If all documentation has been uploaded and it falls just outside of the time constraints then a College Administrator will need to override the requirement, if appropriate. All Medical Waivers must be approved by a College Administrator.

5. CastleBranch keeps rejecting my submissions, what do I do?
   a. Verify that all submissions are uploaded to the identified requirement;
   b. Review the reason your submission was rejected and take the appropriate action. ***SEE Managing Rejected Submissions*** for more guidance.

6. How will I know when a requirement is due for renewal?
   a. CastleBranch will notify you via email approximately 60 days prior to a requirements renewal date.

7. I am not issued a Health Insurance Card annually, how do I update the renewal requirement?
   a. Submit the same card for renewal purposes and the requirement will be considered fulfilled provided there are no date restrictions on your card.

8. How do I show proof of clinical clearance to my instructor, preceptor, or clinical site coordinator?
   a. Your compliance summary will note how each requirement is satisfied and when requirements are due for renewal. Your clinical clearance date will print in the header section of the page. You may print your compliance summary by making the following selections once logged into your profile:
      i. Document Center
      ii. Clinical Requirements
      iii. Results
      iv. Download File

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