

## CONTINUING STUDENT CLINICAL COMPLIANCE FAQ

### CASTLEBRANCH ACCOUNT

I am having difficulty logging into or uploading documents to my CastleBranch account.

What do I do?

You will need to call CastleBranch directly at (888) 723-4263 for assistance with your account.

A document I submitted to CastleBranch was rejected. What do I do now?

If something is rejected on CastleBranch, the reviewer will include a reason for rejection and guide you to next steps. Rejections are not permanent and allow for reupload until the document meets acceptance criteria. The “rejection” will be reversed once the student has provided the corrected documentation.

I have submitted a requirement but am still getting emails it is overdue. Why?

There are various reasons you would still be getting overdue notifications. First, verify the document you submitted was (1) successfully uploaded and (2) was not rejected. Second, confirm you submitted the file directly to the requirement and not to the “My Documents” tab. That tab is for a student’s own personal storage and does not overlap with the College compliance requirements.

What happens to my CastleBranch account after I graduate?

You will have access to your CastleBranch account for life once it is created. However, your BSMCON compliance package will be archived. This means all documents uploaded within that “tracker” will also be archived. Items uploaded to the “My Documents” tab will be unaffected. To request your package to be temporarily unarchived, please reach out to the Academic Operations Coordinator.

### TB QUESTIONNAIRE

What is the TB questionnaire requirement?

The TB questionnaire is a form all students fill out annually in February. This form is linked on your CastleBranch account and should not take longer than a few minutes to complete.

Do I have to get another TB test for the questionnaire?

NO. You only need to get a TB test/health assessment from a provider if you check “yes” to any of the questions on the form.

### BASIC LIFE SUPPORT (BLS) CERTIFICATION

What organizations are acceptable to obtain my BLS certification?

The American Heart Association, the American Red Cross, and the American Safety and Health Institute are the organizations Bon Secours Mercy Health recognizes for BLS certification.

Can I get recertified through the Memorial College of Nursing?

YES. To obtain BLS certification through the College, please reach out to [Hannah\\_Harman2@bshsi.org](mailto:Hannah_Harman2@bshsi.org) for instructions

### BLACKBOARD MODULES

**What modules are required?**

We require 4 modules to be completed annually by all students: (1) Fire Safety, (2) CR Education – Integrity in Action, (3) HIPAA and IT Security Education, and (4) Infection Prevention/OSHA Bloodborne Pathogen Training. Junior and Senior level students have a 5<sup>th</sup> module to complete titled “BSR – Renewal Inform II Glucose.”

**When are these modules due?**

Due date of Blackboard compliance modules for continuing students can vary based on BSMH guidelines. You can check the due date directly in the Blackboard course.

**Where are these modules located?**

All compliance modules are located under the “My Organizations” tab in Blackboard. The title of the course is typically “Semester\_Year-Compliance Learning Module Renewals for EXISTING STUDENTS.”

**I have already completed these same modules for my job. Do I have to complete them again?**

NO. You can upload completion certificates to the modules that show you have recently done them for another facility.

**REORDERING EQUIPMENT/UNIFORMS****I need a new respirator. What is the process for purchasing a new one?**

Contact Andrenetta Daniel by email [andrenetta\\_daniel@bshsi.org](mailto:andrenetta_daniel@bshsi.org) or phone 287-6700 to request a new one and make arrangements for pick up.

There is a \$25 charge for replacements. You can write a check to Bon Secours Memorial College of Nursing, cash, or charge it to a card. If you are using a card, please contact the Bursar at [bsr-bursar@bshsi.org](mailto:bsr-bursar@bshsi.org) to have the charge placed on your account. They will provide you a receipt that will need to be shown at pick-up.

**I need new scrubs. When can I order more?**

Uniform ordering takes place twice a year toward the end of the fall and spring semesters. The Academic Operations Coordinator will send out an order form via email for students to complete. This form will provide ordering options for scrub tops and bottoms, as well as BSMCON jackets and vests. Order pick-up will take place around the first week of classes.

Still have questions?

Please reach out to the College’s Academic Operations Coordinator, Hannah Harman, at [Hannah\\_Harman2@bshsi.org](mailto:Hannah_Harman2@bshsi.org).