

New Student Compliance Frequently Asked Questions

CastleBranch Account

How do I purchase the BSMCON CastleBranch package and how much does it cost?

Your BSMCON CastleBranch package can be purchased at <https://mycb.castlebranch.com/> through the “place order” field on the top right of the page. The College’s package code is **B082** and costs approximately \$127.00.

What is included in my CastleBranch purchase?

The BSMCON package includes the Virginia Child Abuse and Neglect Registry, criminal background check, and LapCorp drug screen in its cost.

I am having difficulty logging in 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: (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.

Background Check

Do I have to facilitate the background check myself?

NO. Your background check will automatically initiate upon opening your CastleBranch account.

Virginia Child Abuse and Neglect Registry

My CastleBranch account says the Virginia Child Abuse and Neglect Registry is incomplete but I filled it out at my welcome session. Is there something else I need to do?

The only additional step to take for this form is input its mailing date within the CastleBranch requirement. You can put the date of your attended welcome session.

I completed this form weeks ago but still do not see results on my account. Is something wrong?

This form typically takes a long time to process through the Virginia Department of Social Services, so it’s likely you won’t see it on your account for a few months after your welcome session.

Drug Screen

Can I get a drug screen anywhere?

NO. Drug screens must be completed at LapCorp. Not every LapCorp site offers drug testing, so be sure to check ahead before you go.

How much is the drug screen?

Your drug screen is covered in the cost of opening your CastleBranch account. The purchase order form is located under the drug screen section of your profile, which you will bring to LapCorp to be scanned.

Will I upload the drug screen results to CastleBranch myself?

NO. LapCorp will send the results to CastleBranch on your behalf.

I am on prescription medication. What if my screening comes back positive?

CastleBranch has a Medical Review Officer that interprets positive results. If your screening is positive, CastleBranch will contact you directly for more information. If the positive test is a result of a prescribed medication, your drug screen report will be noted as such. If the drug screen is positive due to a non-approved medication and/or substance, the College will be notified to review.

My drug screen came back “rejected”. What do I do?

A rejected drug screen result means your sample was untestable and you will need to complete another screening. Samples can be abnormal for various reasons, including excessive dilution from water, recent change in diet, kidney abnormalities, etc. A new purchase order is required to retest. The *drug screen only* package code is **BO82dt** and costs \$30.

What happens if my drug screen results don't come in by the due date?

The College recommends completing your screening ***at least one month*** before the compliance due date. It is the student's responsibility to schedule their test accordingly with provided due dates. It is also the student's responsibility to check in with LapCorp and/or CastleBranch if the length of processing time becomes a concern. Students' drug screen results ***must be present*** on their CastleBranch account at the time all compliance items are due.

Immunizations

I can't find any of my immunization records. What should I do?

If you cannot find your immunization record or have any documentation of past vaccines, it is recommended you get titers done for each required immunization.

- o Note that titers alone only satisfy immunization requirements if they are positive/reactive. If you do not have proof of previous vaccination and your titer is negative/non-reactive, you are required to begin a new vaccine series.

What is a titer?

A titer is a laboratory test that measures the presence and amount of specific antibodies in blood. If a titer comes back positive/reactive, it means you have been immunized at some point and are sufficiently protected against the disease. Negative titers mean you are not sufficiently protected and will require additional vaccination to increase antibodies.

I have one signed document with all my immunizations on it. How do I upload this to CastleBranch?

It is recommended that you upload the same document under each immunization requirement on your CastleBranch account. Reviewers will be able to differentiate the immunizations between each section the form was uploaded to.

If I have not received the full vaccine series for an immunization, can I still start the program on time?

YES. You may still start the program at your scheduled time as long as as you have started the series and have provided proof before the deadline. You will be responsible for scheduling and finishing out the vaccine series after classes begin. Failure to complete the series will put you out of compliance.

TB Screening

Can my TB screening be a PPD skin test?

- NO.** Your TB screening must be an IGRA (Interferon Gamma Release Assay) blood test. This includes:
- o QuantiFERON Gold IN-Tube tests
 - o T-SPOT-TB tests

Basic Life Support (BLS) Certification

Will my first-aid CPR certification fulfill the requirement?

NO. BSMCON requires a Basic Life Support (BLS) for Healthcare Providers from all students at the start of their program and annually/bi-annually thereafter. This certification usually includes an online portion and in-person skills check.

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 three organizations Bon Secours Mercy Health recognizes for BLS certification.

Can I get certified/recertified through the Memorial College of Nursing?

YES. To obtain BLS certification through the College, please reach out to bshsi-heartcode@bshsi.org for instructions.

I was recently hired by a Bon Secours hospital. Can I get certified through my job?

YES. Bon Secours offers BLS certification to associates. This process can be set up through your supervisor.

Blackboard Modules

I see Blackboard modules are required but have not been given a Blackboard account yet. When will I have access to these modules?

You should be given a Blackboard login around the time of your welcome session. The required compliance modules will be placed on your account approximately 30 days before the start of classes.

What modules are required?

BSMCON requires 4 modules to be completed by new students: (1) Safety in the Workplace and PCE, (2) CR Education – Integrity in Action, (3) HIPAA and IT Security Education, and (4) Infection Prevention/OSHA Bloodborne Pathogen Training.

When are these modules due?

For incoming spring students, Blackboard modules are due on January 1st. For incoming fall students, they are due on August 1st.

Where are these modules located?

All compliance modules are located under the “Organizations” tab in Blackboard. The title of the module page is typically “MCON-Compliance Learning Modules for academic year 20xx-20xx”.

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

IT DEPENDS. If you have completed the modules within 4 months prior to the date they are due, you can upload completion certificates to the modules that show you have recently done them for another BSMH facility. Please note that each certificate will be validated by a College administrator.

Still have questions? Please reach out to the College’s Academic Operations Coordinator, Hannah Harman, at Hannah_Harman2@bshsi.org