



## COMPLIANCE FAQs

### What is the due date for compliance requirements?

The due date is July 1 for every requirement except the flu shot, which is due each fall at the end of October. For the 2018-2019 academic year, the flu shot is due on October 25 by the end of the business day.

### Can I upload compliance documents to ACEMAPP?

No. Castle Branch is our compliance vendor who reviews student documents to ensure they meet the UMSN compliance policy. All compliance documentation must be **uploaded and in an approved status** by the July 1 deadline.

### ACEMAPP sent me an email that says a compliance items is expiring before classes end, what should I do?

The compliance renewal period starts on April 18, 2017. Compliance items must be **completed on or after April 18, 2018** for the 2018-2019 academic year. Castle Branch is our compliance vendor who reviews student documents to ensure they meet the UMSN compliance policy. All compliance documentation must be **uploaded and in an approved status** by the July 1 deadline.

### What package code do I use to place my order with Castle Branch?

Undergraduate students, please use package code UB58. To create your compliance account with our compliance vendor [Castle Branch](#). This package includes a background check and an online portal where you will upload all of your compliance documentation for the duration of your program at UMSN. You only need to purchase a Castle Branch account *one time* prior to your first term of enrollment.

### Does the School of Nursing provide resources to complete the compliance requirements?

Yes, the School of Nursing holds flu shot clinics in the fall, TB clinics in the spring, and CPR courses in the spring months. You may also get your physical done after the last day of classes in April at University Health Service (UHS). Information regarding these events is emailed to students each year as the events approach.

### Can I email my compliance requirements to the School of Nursing?

No, the only way to submit your compliance requirements is to upload them to your Castle Branch account. Forms that have been emailed or mailed to the Undergraduate Studies Program Office will not be accepted or meet your deadline requirements.

### Where can I find all of the School of Nursing compliance forms that I need?

All of the compliance forms are available at <http://nursing.umich.edu/information-for/current-students/compliance-requirements>.

### Why is Castle Branch (previously known as Certified Background) telling me that I need to complete a requirement between April 18 and July 1?

All compliance requirements are due on July 1 (except the flu shot) and must be valid for the entire upcoming academic year. This means that they cannot expire before the last day of classes in April. If you complete a requirement before April 18<sup>th</sup> this year, then it will not be valid through the last day of classes next year.

### Which CPR course should I take?

**ONLY** the following course is accepted. No exceptions will be made.

-American Heart Association BLS for Healthcare Providers



### Where can I find locations for the CPR course that I need to take?

You can find locations for the American Heart Association BLS for Healthcare Providers Course at <http://ahainstructornetwork.americanheart.org/AHAecc/classConnector.jsp?pid=ahaecc.classconnector.home>.

### If I had to get a TB blood test or a chest x-ray, do I need to repeat the blood test or x-ray every year?

No, blood tests or chest x-rays to fulfill the TB requirement are valid for three years.

### I submitted my State of Michigan immunization records, and my Tdap was denied. Why?

The State of Michigan immunization record lists a series of five vaccines (DTP, DTaP, DT, Td, and Tdap) followed by a series of dates. What is not clear is which of the five vaccines you actually received. You need to submit a note on letterhead from your physician's office that clearly states that you received the Tdap vaccine and on what date.

### I submitted my State of Michigan immunization records, and my Varicella was denied. Why?

The State of Michigan immunization record often lists "Varicella" followed by "Immune." What is not clear is how you are immune. You need to submit a note on letterhead from your physician's office that clearly states that you received the Varicella vaccine and on what date. If you are immune because you had positive titers, then you need to submit a copy of the actual lab report for the titers.

### I am having a problem uploading documents to my Castle Branch account. What should I do?

Please call the Castle Branch student help desk at 888-723-4263 x 7196 from 8am to 10pm EST Monday through Thursday, Fridays 8am to 6:30pm EST, and Sundays 10am to 6:30pm EST.

### I submitted my requirements to Castle Branch before July 1, but they are still pending review. If they are not reviewed and accepted by the end of the day on July 1, does this mean that I missed the deadline?

Yes. All compliance requirements must be uploaded to *and approved* by Castle Branch by the end of the day on July 1. Please be sure to upload your documentation early to allow Castle Branch time to review your documents and to allow time to fix any unforeseen errors in the event that your documentation is rejected. If a document is rejected by Castle Branch (i.e., because you forgot to sign the document or because a date is missing), then you need to allow time to fix the document, re-upload the document, and wait for another review by Castle Branch. It is in your best interest to upload all of your documentation as soon as possible before the July 1<sup>st</sup> deadline to allow plenty of time for this process.

## MORE QUESTIONS?

Please email [UMSN-undergradcompliance@med.umich.edu](mailto:UMSN-undergradcompliance@med.umich.edu).