

Procedure for Submission of Criminal Background Checks, Medical Document Manager (Health Examination Record), CPR, and Drug Screens

Maryland Hospital Association has selected CastleBranch as the vendor for managing criminal background checks, drug screens, health/medical information, and CPR certification tracking. Anne Arundel Community College is required to use this vendor. This instruction sheet will guide you through the process. Please read through your conditional acceptance letter to determine requirements for your program.

The criminal background check, Medical Document Manager and drug screen are ordered through CastleBranch, <https://aacc.castlebranch.com/NN12>. Once the drug screen is ordered (if applicable to your program), you will receive next steps in the process. In addition, all health examination record information and CPR verification will be uploaded, securely, to <https://aacc.castlebranch.com/NN12> in the Medical Document Manager by the student. Students will be notified by CastleBranch when health documents are due, and the student will upload and access their documents through this website. It is the student's responsibility to check their email for alerts. Students must use their AACC email address when ordering their profile. Necessary health forms are located on the website for you to print.

Verification of current CPR certification will be uploaded through this same website with health form documents. Paper copies will not be accepted by the School of Health Sciences. CPR certification **MUST** be through American Heart Association, Basic Life Support (BLS). This is the only CPR that will be accepted by your program. This is required for most programs.

NOTE: If you previously uploaded your health examination record and completed a background check through CastleBranch under a different program please email us at healthsciencesadmissions@aacc.edu so that we can have your CastleBranch Profile due dates and program type updated. Please specify the program and year, do not order a new profile unless directed. It is possible that not all of your documents will transfer to the new tracker, but you have access to your document center in CastleBranch which is where a copy of your documents should be saved. You will be notified via email when your profile move is complete.

What am I required to order? Please find your program:

Background Check, Medical Documents, and Drug Screen Option:

- Paramedic
- Practical Nursing
- Registered Nursing
- LPN, Paramedic, Veterans to RN Advanced Placement
- Workforce Development- Fire Department

Background Check and Medical Documents:

- Emergency Medical Technician (EMT)
- Massage Therapy
- Medical Assisting
- Medical Laboratory Assistant
- Medical Laboratory Technician
- Phlebotomy Technician
- Physical Therapist Assistant
- Radiologic Technology
- Surgical Technology

Background Check and Drug Screen Package

- Continuing Education Program-Sterile Processing

Background Check only package:

- Human Services
- Addiction Counseling
- Medical Coding
- Continuing Education program - Medicine Aide
- Continuing Education program - Nurse Refresher
- Continuing Education program – PCT/CNA/GNA

Prices as of 5/15/2022:

- Background Check and Medical Document Manager: \$71.50
- Background Check only: \$38.50
- Drug Test only: \$31.00
- Medical Document Manager only: \$33.00
- Background Check, Drug Test and Medical Document Manager: \$102.50

Notes:

- Please do not order a urine drug test unless instructed to do so. Currently, this is not required for admission except for the Paramedic, Practical Nursing, Registered Nursing and LPN, Paramedic, Veterans to RN Advanced Placement programs.
- The Health Examination Record in CastleBranch is referred to as the **Medical Document Manager**.
- After ordering the Medical Document Manager – click the link under Health Examination Record and you will find the four page health form to print and take to your physician for your physical examination.
- In addition to uploading your health examination record, please note that you must also upload each vaccine/titer result for each category – i.e. measles, varicella, PPD, urinalysis etc.
- You may be prompted to order a N95 fit testing document manager by your Academic Chair, department coordinator, or Admissions Associate/Coordinator. The fit testing document manager is at no extra cost. From the document manager you will download the N95 Fit Testing Form, complete the form, and upload the document to the fit testing document manager.

For technical questions please call CastleBranch at 1-888-723-4263. After contacting CastleBranch, if you continue to have trouble, please contact the Health Sciences Admissions Associate/Coordinator who is processing your application or the office at healthsciencesadmissions@aacc.edu.

STUDENT INSTRUCTION FORM FOR ANNE ARUNDEL COMMUNITY COLLEGE

About CastleBranch Profile

CastleBranch Profile is a secure platform that allows you to order your background check, drug test, & medical document manager online. Once you have placed your order, you may use your login to access additional features of CastleBranch Profile, including document storage, portfolio builders and reference tools. CastleBranch Profile also allows you to upload any additional documents required by your school.

Order Summary

Required Personal Information - In addition to entering your full name and date of birth, you will be asked for your Social Security Number, current address, phone number and e-mail address.

Payment Information - At the end of the online order process, you will be prompted to enter payment information. Money orders are also accepted but will result in a \$10 fee and an additional turn-around-time.

Place Your Order

Go to: <https://aacc.castlebranch.com/NN12>

Click on



PLACE ORDER

You will be asked to "Please Select" a program from the dropdown on the left of the page. Click on the applicable program button.

Based on your choice of program, a new dropdown will appear that will prompt you to select from a list of program specific options. Please select the option that applies to your situation, and you will be automatically directed to the next page. If you are unsure of the correct option, please contact your school administrator before continuing.

Then on the following screen, please review the contents of your package, and check the box that appears at the bottom of the screen to show that you have read, understand, and agree to the terms and conditions. "I have read order instructions."

You are now ready to get started with your order. Click the you will be directed to set up your CastleBranch Profile



Click to Continue ►

continue button, and account.

View Your Results

Your results will be posted directly to your CastleBranch Profile. You will be notified if there is any missing information needed to process your order. Although 95% of background check results are completed within 3-5 business days, some results may take longer. Your order will show as "In Process" until it has been completed in its entirety. The necessary personnel at Anne Arundel Community College can also securely view your results online with their unique username and password.

Service Desk Representatives are available to assist you during the following hours:

Monday – Thursday 8 a.m. – 8 p.m. Eastern Time
Friday 8 a.m. – 6:30 p.m. Eastern Time
Sunday 10:00 a.m. – 6:30 p.m. Eastern Time
Phone: 888-723-4263
Email servicedesk.cu@castlebranch.com.

Instructions for Order Placement

To place your order, go to:

<https://aacc.castlebranch.com/NN12>



To place your order, you will be prompted to create a secure myCB account. Personal Identifying Information will be needed to complete this process. The email address provided will become your login.

myCB enables you to:

- ✔ View order results
- ✔ Upload documents
- ✔ Manage requirements
- ✔ Place additional orders
- ✔ Complete tasks

888.914.7297

Castlebranch.com



Frequently Asked Questions

1. How do I place my order?

Once you click Place Order from the home page or go to the Package Selection page, you will be prompted to enter your personal identifying information. Once you have entered all required information, you will then go through an intuitive step-by-step process to complete your background check. If you have any questions along the way, please contact us at 888-723-4263 or email servicedesk.cu@castlebranch.com.

2. Where can I view my Order Confirmation?

A copy of your Order Confirmation was sent to the email address you provided when you placed your order. You can also retrieve a copy of your Order Confirmation by logging into your CastleBranch account and clicking on the Document Center tab located at the top of the screen. Once in the Document Center, click on the Background Check folder located on the left side panel; then click on the document titled "Confirmation."

3. What do I do if I am prompted for a package code?

A package code is NOT needed for all programs. If you were prompted for a package code, you have entered the wrong URL. Please make sure you type <https://aacc.castlebranch.com/NN12> then proceed with package selection. If you still need assistance after the above action, please email healthsciencesadmissions@aacc.edu.

4. Where do I find the forms?

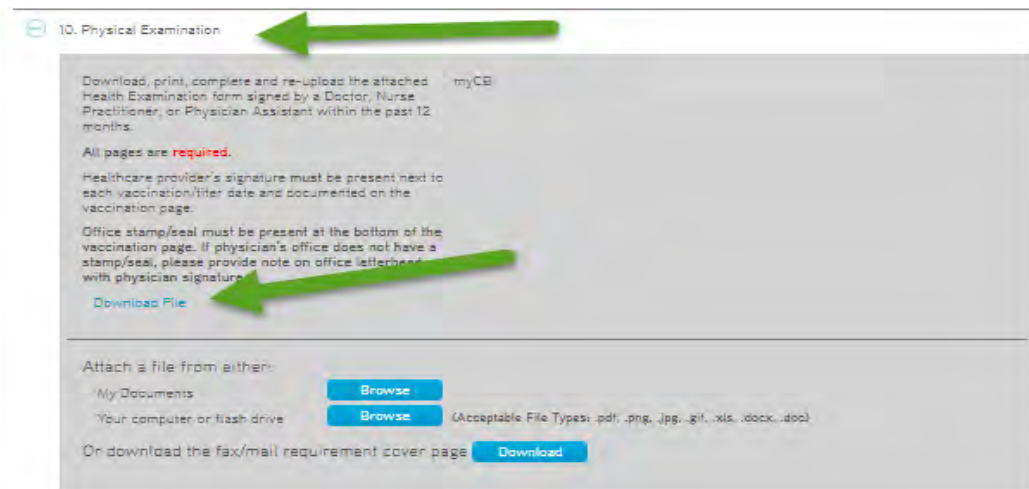
After you order the Medical Document Manager and have selected your package according to the program you are entering, go into your To-Do List. Click on the blue plus sign for the form that you need (health examination record, criminal background affidavit, and health and drug affidavit). Check the option to download and the form will be downloaded onto your computer or smart phone. If you need further technical assistance, contact CastleBranch Student Services at 888-723-4263.

5. Do I need to take the Health Examination Record to my Physician?

Yes. Another option is visiting a nurse practitioner or a physician assistant. Your Health Examination Record must have the stamp or seal of your healthcare provider's office indicated on page four of the Health Examination Record. If a stamp is not available, you must also upload a note from your healthcare provider on office letterhead along with your four-page Health Examination Record.

6. Where can I find the Health Examination Record to print?

Navigate to your Medical Document Manager to view your requirement to-do list. Click on the Physical Examination requirement. There will be a drop-down box with a hyperlink to download file, which is the 4-page Health Examination Record. You can only print the forms using the desktop version of CastleBranch, forms are not available for download on the MyCB app. A screenshot of the Physical Examination drop down is provided below.



7. Do I need to upload every single shot record? Why do I have to upload everything again when I already uploaded the 4-page health examination record?

Yes, this is a requirement. The way CastleBranch is set up requires the student to enter each immunization and test separately. You can use the same health exam form to upload to multiple requirements. If you need assistance with uploading, please contact CastleBranch Student Services at 888-723-4263.

To-Do Lists

Click the blue plus signs below to expand your requirements.

Clinical Requirements:
Please use the Need Help? menu to request assistance from the CastleBranch Service Desk should you have questions on completing your requirements.

Requirement	Date Due	STATUS
1. Measles (Rubella)		Incomplete
2. Mumps		Incomplete
3. Rubella		Incomplete
4. Varicella (Chicken Pox)		Incomplete
5. Hepatitis B		Incomplete
6. Tuberculosis (TB)		Incomplete
7. Tetanus, Diphtheria & Pertussis (Tdap)		Incomplete
8. CPR Certification		Incomplete
9. Influenza		Incomplete
10. Physical Examination		Incomplete
11. Complete Blood Count (CBC)		Incomplete
12. Urinalysis (UA)		Incomplete
13. Health Affidavit Form		Incomplete
14. Criminal Background Affidavit		Overdue

8. It says that I need a UA. Does this mean a urinalysis drug screen?

No, this is not a urine drug screen. It is a routine Urinalysis. If your program requires a urine drug screen, you will be notified by your department coordinator or academic chair, or it will specifically be stated in the Conditional Acceptance Packet.

9. I already had my childhood vaccinations, but I cannot locate the records. What do I do?

You can request that your healthcare provider order blood tests, also known as titers, for the following diseases: Measles, Mumps, Rubella, Varicella (chicken pox) and Hepatitis B. Also, many high schools keep these records, you may want to check with your high school board of education for your vaccination record.

10. Do I need a flu shot? It is not flu season.

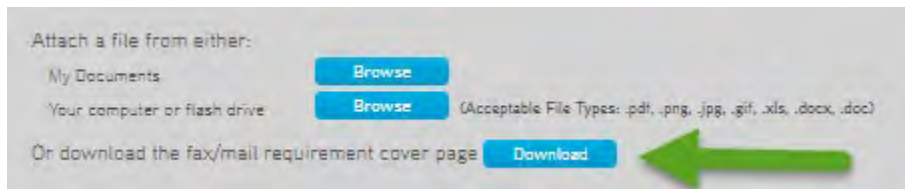
Not all programs require a flu shot. If your program requires a flu shot, you will be given the acceptable deadline date in which the flu shot should be administered. Usually between August 1st and October 1st. [See health examination record instruction sheet](#) that was sent with your conditional acceptance packet for information on Influenza, COVID-19, and other vaccinations.

11. How do I upload my documents? Can I just bring them to you?

It is preferred that you upload your completed four-page health form and immunizations directly to CastleBranch. This will ensure that your documents will be kept confidential. You can upload your documents by logging into your account and going to your To-Do list. After clicking the blue plus sign, you will find options on how to upload your documents, including faxing.

12. How do I fax my forms?

There are special instructions for doing so. CastleBranch's fax machine is automated so students must use specific cover sheets. When you go into your CastleBranch Profile account and select the requirement that you want to upload to, you will see the following:



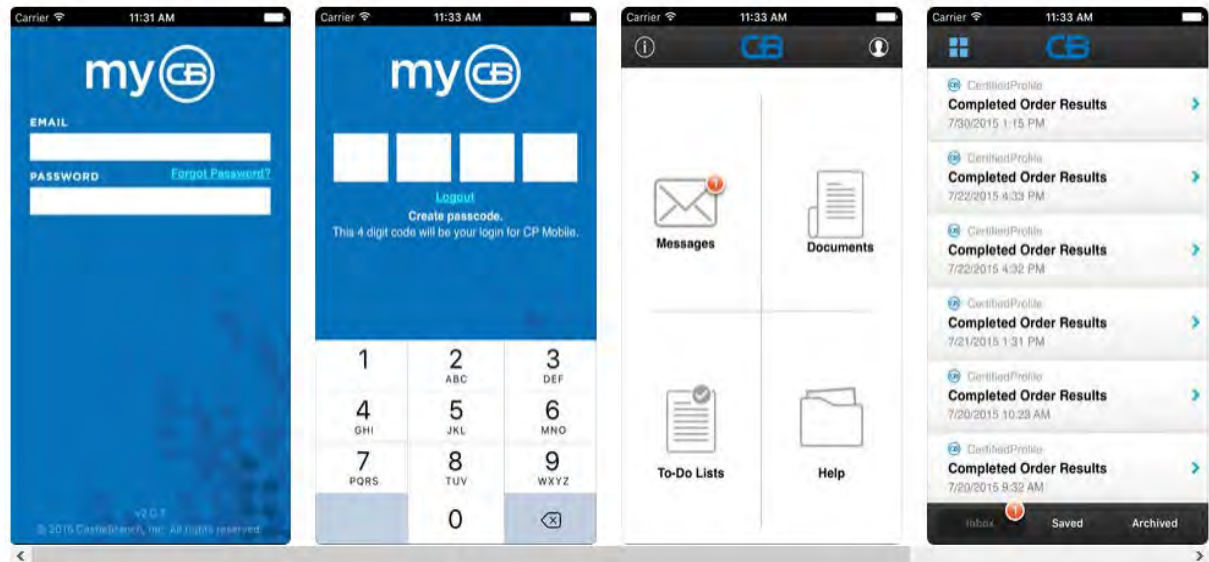
The last line contains the download button to obtain the fax cover sheet for the requirement. Due to the high volume of faxes and the number of students, each student has a unique fax cover sheet for each of their requirements. You will need to use the Hep B cover sheet for the Hep B requirement, the CPR cover sheet for the CPR requirement, and so on... You can fax everything in one fax, but you would just need to separate them out with the cover sheet, document, cover sheet, document. For questions, please contact CastleBranch Student Services for help, 888-723-4263.

13. Does CastleBranch have an app for my smart phone?

Yes. Please visit the Apple App Store and search for **myCB**. The app is free. Currently, CastleBranch does not have an app for Android. To create your **myCB** account, you will use the same login that you used to create your profile but will need to create a unique 4-digit pin. You will be able to review your To Do list and check your messages. You can also submit documents directly from your phone by taking a picture of your document and uploading it right on the app. Keep in mind that you cannot download blank forms from the phone app, you will need to download the forms while using your computer visiting the CastleBranch website.



iPhone Screenshots



- 14. Does my doctor fill out the health and drug affidavit form?**
No, you will review, sign and date the health and drug affidavit form and then upload it into the designated area in CastleBranch. Your medical provider does not complete this form. The health and drug affidavit simply states that from the time that you have your health examination performed, should anything change, you will bring it to our attention immediately via email.
- 15. When should I expect my Background Check results to be complete?**
Results are normally returned within 3- 5 business days. Please note that turnaround time will vary based on the specific items in your order. If it has been more than 5 business days and you are approaching your school deadline, please email CastleBranch at servicedesk.cu@castlebranch.com.
- 16. I had a background check at my previous place of employment. Can I just use that?**
No, our clinical sites are contracted with CastleBranch to provide this secured service. You must order a complete background check through CastleBranch.
- 17. If something shows up on my background, will I still be able to start class?**
If you have any concerns about what may show up on your background check, please email us at healthsciencesadmissions@aacc.edu.
- 18. I am a second-year student, and I just received an email from CastleBranch saying I need another PPD. Is this an error?**
No, PPD's are an annual test. Please have another one administered and upload by the due date on CastleBranch.
- 19. Some vaccines are a series of shots, but I cannot get them all until after the deadline. Will I be able to start the program?**
Yes, please get the vaccines by each due date listed in CastleBranch and upload the verification as soon as you receive them.
- 20. What does "In Process" status mean on my results summary page?**
"In Process" means that the item is not completed and is still being researched.
- 21. CastleBranch rejected something I submitted, but I think it is an error on their part, what do I do?**
Please email healthsciencesadmissions@aacc.edu so, we can review. If this is an error, we will do an override, if not, we will let you know via email.

22. How do I dispute additional charges or criminal records?

Once your results are returned, you will receive a message in your account inbox titled "Completed Order Results." In this message, links are provided to dispute additional charges or criminal records.

23. I have completed a criminal background check on CastleBranch for another program, do I need to do this again?

If you completed the background check over 3 years ago, you will need to order a background check. If your background check was completed in the last 3 years, contact the Admissions Associate/Coordinator for your program to ask for the criminal background affidavit form. This form will need to be completed in the presence of a notary, and is not the same as the criminal background affidavit already located in CastleBranch. Then you email the complete, notarized criminal background affidavit to the Admissions Associate/Coordinator.

24. I need to order a drug screen for my program but I am concerned about a medication I am taking showing up on my result. What do I do?

Be sure to tell the testing provider or your health care provider if you are taking any prescription drugs, over-the-counter medicines, or supplements because they may give you a positive result for certain illegal drugs. CastleBranch may contact you as well requesting a copy of your prescription. It is important that your prescriptions are also documented on your health examination form. Also, a reminder, if there are any medication changes while in the program, you must have a completed health status update form submitted to the Admissions Associate/Coordinator.

25. Do I need to order fingerprinting for my criminal background check?

No, this is not required for any of our programs.

26. Am I required to receive the COVID-19 vaccine?

All employees and students participating in clinicals, externships or internships in a health care or clinic setting within the School of Health Sciences or certain programs in the School of Continuing Education and Workforce Development will be required to be fully vaccinated. This is in accordance with the Interim Policy regarding COVID-19 and Interim Procedure on COVID-19 Vaccination for Clinical Participants. Testing will not be permitted in lieu of vaccination for individuals participating in clinicals, unless the individual has requested and been granted an accommodation. For more information visit: <https://www.aacc.edu/riverhawks-reunite/health-and-safety/clinicals/>

27. Are there any video tutorials that I can watch for assistance?

Yes, visit <https://mycb-faq.castlebranch.com/>

28. If I have further questions or need additional help, who do I contact?

Please call Service Desk at 888-723-4263 or email servicedesk.cu@castlebranch.com.

Hours of Operation:

Monday - Friday 8 a.m. - 8 p.m. Eastern Time

Sunday 10:00 a.m. - 6:30 p.m. Eastern Time

Updated: 7/2021