Congratulations on your admission to the UCSF School of Nursing!

We are excited to begin this journey with you! This document will guide you through the process to ensure your adherence to the required documentation for the University as well as your Clinical Placements. Please read carefully and follow the instructions in this packet. Please retain this document for future reference, as you will need to repeat some of the requirements yearly.

STEP BY STEP TIMELINE

CASTLE BRANCH INSTRUCTIONS

CASTLE BRANCH PACKAGE CODES

HEALTH STREAM INSTRUCTIONS

ADDITIONAL INSTRUCTIONS

FREQUENTLY ASKED QUESTIONS (FAQ)
This is a timeline and explanation of the requirements you will need to complete prior to your first day of classes and beyond. You will need to complete and maintain this documentation for UCSF Campus and Clinical Placement requirements throughout your academic program at UCSF.

<table>
<thead>
<tr>
<th>STEP</th>
<th>REQUIREMENTS</th>
<th>MAY BEGIN</th>
<th>DEADLINE</th>
<th>CONTACT FOR QUESTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Immunizations</td>
<td>ASAP</td>
<td>08/01/2019</td>
<td>Send message to “New Student Immunizations” within MyHealthRecord.ucsf.edu; this will yield the fastest turn-around</td>
</tr>
<tr>
<td></td>
<td><strong>HAVE TITERS DRAWN FIRST MAY TAKE UP TO 60 DAYS OR MORE TO GET REVACCINATED IF YOU HAVE A NEGATIVE TITER. Follow the instructions you receive from UCSF Student Health &amp; Counseling Services (SHCS).</strong> Instructions are sent via secure message to your Student Health student portal, <a href="https://myhealthrecord.ucsf.edu">https://myhealthrecord.ucsf.edu</a> account. You will need to gather your immunization documentation and/or have the required immunizations or titers per Student Health Instructions. You may want to have your Physical Exam at the same time.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>2</td>
<td>Create Castle Branch Account</td>
<td>ASAP</td>
<td>07/08/2019</td>
<td><a href="mailto:SON_ClinicalPlacements@ucsf.edu">SON_ClinicalPlacements@ucsf.edu</a></td>
</tr>
<tr>
<td></td>
<td>Follow the Castle Branch Instructions in this Packet. (See page 6 and 7). Castle Branch is utilized throughout your academic program to track and store documentation for both UCSF Campus Requirements and Requirements for Professional Clinical Placement. It will establish your immunization &amp; document tracker, provide an order for the drug screening test, and initiate your criminal background check. It is used throughout your academic program at UCSF.</td>
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</tr>
<tr>
<td>3</td>
<td>TB TEST</td>
<td>7/3/2019</td>
<td>08/01/2019</td>
<td>Send message to “New Student Immunizations” within MyHealthRecord.ucsf.edu; this will yield the fastest turn-around</td>
</tr>
<tr>
<td></td>
<td><strong>FOLLOW STUDENT HEALTH AND COUNSELING INSTRUCTIONS CAREFULLY. TB Requirements can be confusing because there are many variations. Contact student health if you have questions. PLEASE DO NOT TAKE YOUR TB TEST EARLIER THAN JULY 3RD.</strong> Most clinical sites require recent test completed within 3 months prior to clinical rotation.</td>
<td></td>
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<tr>
<td>4</td>
<td>UPLOAD IMMUNIZATION DOCUMENTATION INTO STUDENT HEALTH PORTAL</td>
<td>PORTAL OPENS 6/15/2019</td>
<td>08/01/2019</td>
<td>Send message to “New Student Immunizations” within MyHealthRecord.ucsf.edu; this will yield the fastest turn-around</td>
</tr>
<tr>
<td></td>
<td><strong>The MyHealthRecord</strong> is the Student Portal to upload your Student Health Immunization and TB requirements. Student Health is the entity responsible for initially clearing these requirements. We use the student health requirements in Castle Branch to fulfill the clinical placement requirements you may have.</td>
<td></td>
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</tbody>
</table>
## The Immunization and TB Requirements

In Castle Branch, the Immunization and TB Requirements are fulfilled by uploading the computer printout/pdf of your UCSF Student Health Immunization Report.

- Go to MyHealthRecord > Immunization and find the print option under your name, save/print as pdf file.
- CastleBranch will **only** accept Student Health’s immunization report.
- Upload the MyHealthRecord immunization and compliance report to **two** separate requirements:
  1. “UCSF Student Health Immunization Compliance Document” requirement
  2. “TB Testing / Symptom Review” requirement. We need to track TB separately because it is renewed annually.

### 6. Physical Exam

**ASAP**

**08/01/2019**

**SON_ClinicalPlacements@ucsf.edu**

**Provide documentation signed and dated** by a healthcare provider with a clear indication of statement any restrictions for clinical placement. Your provider may note that in an after summary if they wish. Documentation must be from within the current year.

**NOTE: Not a requirement for PhD, Health Policy and APHN Students.**

### 7. HEALTH INSURANCE

**07/01/2019**

**09/01/2019**

**shs@ucsf.edu**

A copy of your **Health Insurance** must be uploaded to this requirement.

- You are automatically enrolled in the UC Student Health Insurance Plan (UC SHIP), unless you waive the fee with the Student Health *(Deadline to waive the fee: 09/10/2019)*.
- Your Anthem member ID card can be downloaded via the UCSHIP Mobile Health app. From your computer or tablet go to: [https://mobilehealthconsumer.com/web/pages/universitylogin.html](https://mobilehealthconsumer.com/web/pages/universitylogin.html).
- Documentation of enrollment in UC SHIP must be uploaded to the student’s Castle Branch profile **no later than 1 week after the start of the first academic quarter**.

### 8. UCSF Admission Documentation

**ASAP**

**8/1/2019**

**SON_ClinicalPlacements@ucsf.edu**

- Read the [Student Handbook; UCSF Privacy and Confidentiality Handbook](https://ucsflibrary.ucsf.edu/sites/default/files/privacy_handbook.pdf)
- Download **SIGN and DATE** Forms: [AcademicMisconduct], [Confidentiality Statement/ HIPAA], [Request Accommodation Disability], [Data & Photographic Consent]

### 9. Respirator Fit Test

**ASAP**

**09/30/2019**

**SON_ClinicalPlacements@ucsf.edu**

There are two parts of completing this requirement:

1. Complete health clearance with the Student Health *(Deadline: 08/15/2019)* by going to MyHealthRecord and fill out the form “TB Mask Fit Health Clearance”. The Student Health’s nurse will review and contact you if needed.
2. After clearance with Student Health, you can schedule a fit test with Environmental Health and Safety.

After you’re done with the fit test, you will be given a copy of Respirator Fit Test Record, which includes N95 mask size, your name and date. Please upload to CastleBranch.

Per Cal OSHA anyone with potential direct patient contact with a patient that is on airborne precautions needs to be fit tested **annually**.

**NOTE: Not a requirement for PhD, Health Policy and APHN students.**
<table>
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</tr>
</thead>
</table>
| 10.  | HealthStream Modules  
   1. Regulatory Compliance Module I  
   2. Regulatory Compliance Module II  
   3. HIPAA | ASAP | 08/01/2019 | SON_ClinicalPlacements@ucsf.edu |

On completion of the three required HealthStream modules --“Rapid Regulatory Compliance: Clinical I, Clinical II, and HIPAA -- you will receive a certificate of completion for each module. Upload the three certificates to Castle Branch in one document. These modules must be completed annually. See attached instructions for HealthStream access. **NOTE: For PhD, Health Policy and APHN Students, HIPAA is the only requirement and is noted in Castle Branch.**

| 11.  | CPR Certification | ASAP | 08/01/2019 | SON_ClinicalPlacements@ucsf.edu |

The required certification is **American Heart Association BLS certification for Healthcare Providers.** The CPR course must have a hands-on practice component. An online course is acceptable for the content portion of the certification, but you must also **complete the demonstration portion in person.** Be sure to sign the certification card before uploading it to Castle Branch. Both sides of the card should be uploaded. CPR must be renewed every two years. For locations of classes nationwide **click here.**  
**NOTE: Not a requirement for PhD, Health Policy and APHN Students.**

| 12.  | Drug Screening | ASAP | 08/01/2019 | SON_ClinicalPlacements@ucsf.edu |

Castle Branch will send you a bar coded paper for you to print out and take with you for an appointment at any **LabCorp.** **PLEASE NOTE: DRUG SCREENINGS MAY TAKE UP TO 3 WEEKS FOR RESULTS.** It is recommended you have your appointment by July 1, 2019.

If you do not see the order within 24-48 hours, please contact Castle Branch directly (see below for contact information).

On day of test, do not drink extra fluids before the urine test is collected because the lab cannot get an accurate result if the urine is dilute. If the urine is dilute, **you may need to repeat the test at your cost.** If your test result is “potentially positive”, a Medical Review Officer (MRO) at Castle Branch will contact you to ask for documentation of medical necessity.

If you provide the documentation within 2 weeks, the MRO can clear you and mark your test “negative”. If you take a controlled substance for a valid medical reason, be sure that you have documentation of medical necessity from your health provider in case it is needed for a clinical site. **Even with documentation, a clinical site may not allow you to be in that facility due to possible impairment that could negatively impact patient safety.** School Administration will contact you if you have a positive test.
<table>
<thead>
<tr>
<th>STEP</th>
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<th>MAY BEGIN</th>
<th>DEADLINE</th>
<th>CONTACT FOR QUESTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>13.</td>
<td>RN License</td>
<td>ASAP</td>
<td>08/01/2019</td>
<td><a href="mailto:SON_ClinicalPlacements@ucsf.edu">SON_ClinicalPlacements@ucsf.edu</a></td>
</tr>
</tbody>
</table>

RN License: Upload either a copy of your California RN license card or the CA BRN License Verification page from the website. Please make sure it shows expiration date of your license.

You can access this verification at [https://www.breeze.ca.gov/datamart/loginCADCA.do?jsessionid=2508C4EAEABB9FE27EF63C2CBF90ECE8.vo1](https://www.breeze.ca.gov/datamart/loginCADCA.do?jsessionid=2508C4EAEABB9FE27EF63C2CBF90ECE8.vo1). You will also be reminded to upload your license at the time of renewal. If you are waiting on your California License please contact Clinical Placement Coordinator.

**NOTE:** Health Policy Students may be licensed in any state.

| 14.  | Professional Liability / Malpractice Insurance | ASAP | 08/01/2019 | SON_ClinicalPlacements@ucsf.edu |

Professional Liability / Malpractice Insurance: Each RN student in the Master’s degree program who will be caring for patients is required to carry individual insurance. Clinical sites are requiring individual insurance in addition to the University’s insurance. Basic RN insurance or NP student coverage is adequate. Professional nursing organizations are a good resource to purchase this insurance at a reasonable cost. Some students have purchased insurance through NSO.com or Marsh or Liberty Insurance. Employer coverage is not acceptable.

**NOTES:** (CNM/WHNP Students have special requirements and your specialty coordinator will advise you with instructions). Not a requirement for PhD, Health Policy and APHN Students.

| 15.  | Criminal Background Check | Initiated on Purchase | 08/01/2019 | SON_ClinicalPlacements@ucsf.edu |

Criminal Background Check: completed on admission through Castle Branch. If any issues are found, you will have an opportunity to review and respond. School Administration will contact you to discuss if needed. Some clinical sites may require additional Background checks.

| 16.  | **FALL 2019** Influenza Vaccination | 09/15/2019 | 11/01/2019 | SON_ClinicalPlacements@ucsf.edu |

**Influenza Vaccination:** DO NOT UPLOAD YOUR CURRENT FLU VACCINATION FROM 2018 this requirement is not due until **Fall 2019**. Ignore this requirement until it is due between September 15 and November 1, 2019. Documentation of influenza vaccination is required to be uploaded during the Fall Quarter each year after you begin your academic program. UCSF offers no-cost influenza clinics available in October of each year.

**SPECIAL CNM/WHNP INSTRUCTIONS**

| Neonatal Resuscitation Certification | Spring 2019 | 6/30/2020 |

Submit a copy of your Neonatal Resuscitation card. You must submit both front and back. Course must be from AAP or AHA. This requirement is **NOT DUE until NEXT YEAR**.
You will need to complete and maintain Required Documentation for Campus, School, and Clinical Site Requirements throughout your academic program at UCSF. We use an outside vendor called Castle Branch to assist us in tracking and keeping your student information safe and available to send to clinical sites. Here are the steps to set up and manage your account:

1. **ORDER** YOUR PACKAGE by going to [UCSF CASTLE BRANCH](https://portal.castlebranch.com/) portal. SELECT the Program and the code of your Specialty Package (see next page). There is a 1 time fee of $127.75. You can also Place Order by going to [https://login.castlebranch.com/login](https://login.castlebranch.com/login) and enter the code of your specialty program.

   For Post-Master student, select your chosen specialty package (see next page). For **Special Studies**, Select Package: **UO06ss**

2. **CREATE** your account. The email address you provide will become your username. We suggest you use an email address you commonly use so you will be sure to get reminders when requirements are due.

3. **MANAGE** Gather the necessary information to fulfill the requirements listed by the due dates (you will be placed on an administrative hold, be unable to file your study list, may not be able to go to your first placement and may incur a $50.00 fine if these are done past the deadline).

   **DEADLINE TO ORDER YOUR PACKAGE IS JULY 8, 2019**

4. **VIEW** Be sure to check your emails or your account periodically to make sure your documentation reviewed by Castle Branch has been accepted. If you have questions about a rejection, email the Clinical Placement Coordinator at SON_ClinicalPlacements@ucsf.edu.

5. **SHARE** You will be asked to provide and share this documentation for each clinical placement, so it is important you keep it up to date.

6. Please See [CASTLE BRANCH FAQ](https://cslogin.castlebranch.com) for Further Instructions. If you have any issues please contact Castle Branch: 888-723-4263 or servicedesk.cu@castlebranch.com
<table>
<thead>
<tr>
<th>PROGRAM/SPECIALTY</th>
<th>ABBREVIATION</th>
<th>INITIAL ORDER PACKAGE CODE</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Masters Entry Advanced Practice Nurse</td>
<td>MEPN</td>
<td>UM69</td>
<td>$127.75</td>
</tr>
<tr>
<td>All Doctoral Students</td>
<td>PhD</td>
<td>UO19</td>
<td>$127.75</td>
</tr>
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</table>

**Advanced Practice Master's/Post Master's Degree By Specialty**

<table>
<thead>
<tr>
<th>PROGRAM/SPECIALTY</th>
<th>ABBREVIATION</th>
<th>INITIAL ORDER PACKAGE CODE</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult-Gerontology Acute Care Nurse Practitioner/ Acute Care Nurse Practitioner</td>
<td>AG-ACNP</td>
<td>UM70</td>
<td>$127.75</td>
</tr>
<tr>
<td>Adult-Gerontology Clinical Nurse Specialist</td>
<td>AGCNS</td>
<td>UM73</td>
<td>$127.75</td>
</tr>
<tr>
<td>Adult-Gerontology Clinical Nurse Specialist Critical Care Trauma subspecialty</td>
<td>AGCNS-CCT</td>
<td>UM72</td>
<td>$127.75</td>
</tr>
<tr>
<td>Adult-Gerontology Clinical Nurse Specialist Oncology subspecialty</td>
<td>AGCNS-ONC</td>
<td>UM74</td>
<td>$127.75</td>
</tr>
<tr>
<td>Pediatric Nurse Practitioner</td>
<td>PNP</td>
<td>UM75</td>
<td>$127.75</td>
</tr>
<tr>
<td>Acute Care Pediatric Nurse Practitioner</td>
<td>ACPNP</td>
<td>UM76</td>
<td>$127.75</td>
</tr>
<tr>
<td>Family Nurse Practitioner Standard</td>
<td>FNP</td>
<td>UM77</td>
<td>$127.75</td>
</tr>
<tr>
<td>Neonatal Nurse Practitioner, Neonatal Clinical Nurse Specialist</td>
<td>NNP, CNS</td>
<td>UM78</td>
<td>$127.75</td>
</tr>
<tr>
<td>Nurse Midwifery, Women’s Health NP (NP &amp; NMW)</td>
<td>CNM/WHNP</td>
<td>UM79</td>
<td>$127.75</td>
</tr>
<tr>
<td>Advanced Public Health Nursing</td>
<td>APHN</td>
<td>UM82</td>
<td>$127.75</td>
</tr>
<tr>
<td>Adult-Gerontology Primary Care Nurse Practitioner</td>
<td>AGPCNP (AGNP)</td>
<td>UM84</td>
<td>$127.75</td>
</tr>
<tr>
<td>Occupational / Environmental Health Adult-Gerontology Primary Care Nurse Practitioner</td>
<td>AGPCNP-OEH (AGNP-OEH)</td>
<td>UM83</td>
<td>$127.75</td>
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<tr>
<td>Psych./ Mental Health Nurse Practitioner</td>
<td>PMHNP</td>
<td>UO15</td>
<td>$127.75</td>
</tr>
<tr>
<td>Health Policy</td>
<td>HP</td>
<td>UM86</td>
<td>$127.75</td>
</tr>
<tr>
<td>Special Studies</td>
<td>Special Studies</td>
<td>UO06ss</td>
<td>$127.75</td>
</tr>
</tbody>
</table>

*Some clinical sites may require additional drug test and/or background check. You can purchase additional drug test/background check in CastleBranch. To obtain these special order codes, refer to page 9 or contact SON_ClinicalPlacements@ucsf.edu.
Quick Guide for Yearly Health Stream Modules

Required Self-Enrolled Courses (Renew Every Year)

1. HIPAA- (All Specialties).
2. Rapid Regulatory Compliance Clinical I (All Specialties except Health Policy and PhD).
3. Rapid Regulatory Compliance Clinical II (All Specialties except Health Policy and PhD).

URL to access: www.Healthstream.com/hlc/canursing

UCSF Healthstream Account First Time Users: Create New User Name and Password
Returning Users: Log In Using Your Original User Name and Password.
It is recommended to use Explorer and add 'healthstream.com' to compatibility view settings.

Scan/Save as pdf files and upload correct number of certificates in one document to Castle Branch Profile Account
https://mycb.castlebranch.com

Technical Difficulties? See FAQ or Contact UCSF Healthstream administrator at SON_ClinicalPlacements@ucsf.edu
Please keep these instructions for future reference. Some clinical sites may require a more recent background check or drug test. There are special order codes to use for repeat tests. Faculty or specialty staff will advise you how to obtain these codes if needed or Go to UCSF CASTLE BRANCH portal and select the package appropriate to your need.

ADDITIONAL INSTRUCTIONS

If you change your name, please contact Clinical Placement Coordinator
SON_ClinicalPlacements@ucsf.edu so we can discuss the implications of your Background Check and Castle Branch Account. If for some reason you choose not to register for a quarter, please notify Clinical Placement Coordinator so she can Archive your Account. This will keep you from getting unnecessary reminders. When you resume your student status at UCSF, there may be additional requirements you will need to complete, and we will need to Un-Archive your account. Please notify Clinical Placement Coordinator at SON_ClinicalPlacements@ucsf.edu of any change in registration status.

Having Trouble Accessing Castle Branch Questions or Technical Issues:

Send an email servicedesk.cu@castlebranch.com or call 888-723-4263.

Please refer to Frequently Asked Questions (FAQs) beginning on page 10 for detailed information for International Students and other questions you may have regarding your requirements

Please contact Clinical Placement Coordinator at SON_ClinicalPlacements@ucsf.edu if you have questions, issues or need any assistance at any time.
Castle Branch Student Requirements
Frequently Asked Questions

If you have questions, please contact SON_ClinicalPlacements@ucsf.edu please refer to these FAQs prior to contacting Clinical Placement Coordinator.

**Question 1:** Why do I need to sign up for Castle Branch account and pay a fee for this system?

**Answer:** Castle Branch provides a secure platform for you to order a background check and upload documentation for the requirements needed for the University, the School of Nursing and your clinical site rotations. The system sends reminders to you when a requirement is due or needs to be renewed. You and your specialty faculty/staff can easily access needed information when arranging your clinical rotations. You provide the information as requirements are due, and do not need to provide for every rotation. The School does not need to keep paper copies of your information. The fee is paid one time and covers use of the system during your entire academic program unless a site requires an additional drug test or background check. These are paid by the student at a reduced fee.
Question 2: What happens if my background check shows findings or my drug test is positive?

Answer: If any issues are found on the background check, you will have an opportunity to review and respond. School Administration will contact you to discuss if needed.

The California Board of Nursing reviews license eligibility and renewal after conviction on a case by case basis. For further information on the California Board you may go [here](#).

The Medical Review Officer at Castle Branch will contact you if your drug test result is “potentially positive”. You will be offered the opportunity to submit documentation of medical necessity to have the test cleared and your result posted as “negative”. If you take a controlled substance for a valid medical reason, be sure that you have documentation of medical necessity from your health provider in case we need it for a clinical site. Even with documentation, a clinical site may not allow you to be in that facility due to possible impairment that could negatively impact patient safety. School Administration will contact you if you have a positive test. A positive test does not affect your status in the School or have any negative impact on your reputation. It may affect what sites we can use for your clinical rotations.

Question 3: I am currently traveling and cannot make the deadlines for completing the requirements. What can I do?

Answer: Contact Clinical Placement Coordinator in the School of Nursing as soon as possible to explain the situation. You can email at SON_ClinicalPlacements@ucsf.edu

Question 4: I am an international student and do not live in the United States, what do I enter in the address section for the background check since a non-US address is not an option?

Answer: When the website asks you to enter a state and county for the County Criminal check, Castle Branch recommends that you write down California/San Francisco as your state/county, and put in the notes that you reside in another country when not in school.

Question 5: I am an international student and do not yet have a social security number needed to complete the background check. What should I do?

Answer: Please enter all zeroes in that field – 000-00-0000.
Question 6: I am currently enrolled in a UCSF School of Nursing program and/or have completed a background check through Castle Branch for UCSF School of Nursing in the last few years. Do I need to repeat the background check?

Answer: Contact Clinical Placement Coordinator in the School of Nursing as soon as possible to explain the situation. You can email at SON_ClinicalPlacements@ucsf.edu.

Some clinical sites require more recent background checks. If you are assigned to one of these sites, you may need to repeat the check at a later date.

Question 7: I completed the pre-licensure year of the Master’s Entry Program in Nursing (MEPN) or I am entering the doctoral program or a post-master’s degree program after completing a master’s degree at UCSF School of Nursing. Do I need to use Castle Branch?

Answer: Contact Clinical Placement Coordinator in the School of Nursing as soon as possible to explain the situation. You can email at SON_ClinicalPlacements@ucsf.edu. You do need to use Castle Branch. You do not need to repeat immunizations or tests unless they have expired (such as a TB test).

Question 8: I do not have my vaccination records and the provider does not keep records for that time period. What do I do?

Answer: It depends on what vaccinations. If the vaccinations are for measles, mumps, rubella, varicella or hepatitis B, you are required to document a positive IgG Antibody Titer (blood test). Other vaccinations may need to be repeated. However, Student Health prefers to also have the dates of your immunization if available. For guidance, contact student health services by sending your message to “New Student Immunizations” within MyHealthRecord.ucsf.edu.

Question 9: I need additional vaccination(s) or a second TB skin test. I cannot complete the series before the deadline. What do I do?

Answer: Please enter the information that you have completed to date and upload the supporting documentation. Select “Save Partial” and send a message to “New Student Immunizations” within MyHealthRecord.ucsf.edu stating you cannot complete series before the deadline. A Student Health nurse will review your information and then perform a temporary ‘override’ for the missing information. You will still need to complete the series as soon as possible and enter it in the system.

You must also notify SON_ClinicalPlacements@ucsf.edu in advance as most clinical sites require proof of immunity/documentation of vaccines before you can start your rotation.
Question 10: Do I need an influenza vaccination before I register for my first classes?

Answer: Do not get an influenza vaccine at this time. You will be asked to upload documentation of flu vaccine during the Fall Quarter each year after you begin your academic program. However, you cannot be in clinical areas during the flu season (usually November 1 through March 31) unless you have documentation of receiving the flu vaccine or that you decline vaccination and wear a mask while in clinical areas.

Question 11: What type of documentation do I need for a physical exam and what is the timeframe acceptable for the exam?

Answer: There is no UCSF form for this requirement. A simple statement from your health care provider (Physician, Nurse Practitioner, and Physician Assistant) that you had a physical exam with the date and that you are able to perform the duties of a nurse is acceptable. Any other documentation is acceptable as long as it is clear that it is from a healthcare provider and there is evidence there are no contraindications to performing your clinical requirements. The timeframe that is acceptable for the exam is within the calendar year prior to the start of your UCSF academic program.

Question 12: Can I complete an online CPR training to meet the requirement?

Answer: You must take a course where you have hands-on practice for CPR. An online course is acceptable for the content portion of the certification. To find a class, you can use this locator. You must complete the demonstration potion in person. Be sure to sign the certification card before uploading it to Castle Branch. The only acceptable certification is the American Heart Association BLS for Healthcare Providers or Pediatric Advanced Life Support (PALS) for pediatric specialties. If your current certification document states that the certification used the AHA Guidelines, please contact Clinical Placement Coordinator at SON_ClinicalPlacements@ucsf.edu.

Question 13: Do I need individual professional liability insurance? Where can I purchase this insurance?

Answer: All entering RN students are required to have and maintain current professional liability insurance (aka “malpractice’ insurance as a Registered Nurse). Basic RN insurance or NP student coverage is adequate, except for midwifery students who will receive instruction from the specialty coordinator. Professional nursing organizations are a good resource to purchase this insurance. Some students have purchased insurance through NSO.com or Marsh or Liberty Insurance. Many clinical/research sites require students to carry their own liability insurance in addition to the School of Nursing’s insurance. Employer liability insurance is not adequate and will not be accepted.
Question 14: How do I get a Respirator Fit Test?

Answer: First, you must complete the health clearance with the Student Health by going to MyHealthRecord and fill out the “TB Mask Fit Health Clearance”. The Student Health’s nurse will review and contact you if needed.

Second, schedule fit testing with the Environmental Health and Safety. Click here for details. Per Cal OSHA anyone with potential direct patient contact with a patient that is on airborne precautions needs to be fit tested annually.

Question 15: Will I be able to access my profile and background check results at a later date?

Answer: Yes, you will have continuing access to your Castle Branch throughout your academic program. Please be sure to keep your login information. Use your ucsf.edu email address if possible so that all your files will stay linked. You will receive automatic reminders to complete your annual TB screening, influenza vaccination, and upload updated RN license, CPR certification, and professional liability insurance. You can also upload other documents that you want to store in your Profile. For some clinical sites, you may need to update the criminal background check or drug screening, or repeat some tests.

Question 16: What if I don’t have somewhere to go to obtain an immunization or TB screening?

Answer: UCSF Student Health and Counseling Services can perform this service for you for a fee if you are in San Francisco. Be careful not to wait until the last minute as the process can take up to 8 weeks. To schedule an appointment call 415.476.1281.

Question 17: I am unable to get the HealthStream course to load. What should I do?

Answer: It is recommended to use Internet Explorer. Try clearing internet cache and cookies and adding “Healthstream.com” to the compatibility view settings.

To clear your internet cache:

1) Click Tools or Wheel/Cog Tools icon at the top right
2) Click Internet Options, Under General Tab, Browsing History section Click Delete, use the default checked settings > Click Delete > Click Ok
3) Close then reopen the browser in a new session

To add healthstream.com to Compatibility View Settings in Internet Explorer:

1) Open your internet explorer browser
2) Click the gear in the top right hand corner
3) Click Compatibility View settings
4) A new window should open
5) In the Add this website: healthstream.com should autofill
6) If it doesn't autofill, please type in healthstream.com
7) Click Add and Close

**Question 18:** What do I do if I have questions or experience problems with the Castle Branch system?

**Answer:** Send an email servicedesk.cu@castlebranch.com or call 888-723-4263 EXT. 7196.

**Question 19:** What do I do if I need to change the email address in the Castle Branch system?

**Answer:** Send an email servicedesk.cu@castlebranch.com or call 888-723-4263.

**Question 20:** What do I do if I have officially changed my name since I registered with Castle Branch?

**Answer:** Send an email to Clinical Placement Coordinator at SON_ClinicalPlacements@ucsf.edu. You and the Coordinator can change your name in the Castle Branch system (contact Castle Branch for instruction). You first need to change your name with the Registrar.

**Question 21:** What do I do if I have questions regarding the requirements?

**Answer:** Send an email to Clinical Placement Coordinator at SON_ClinicalPlacements@ucsf.edu. We are available to help you complete this process.

**Question 22:** My renewal TB Testing/Symptom Review is rejected by Castle Branch because they only accept the UCSF Student Health Immunization compliance report. What should I do?

**Answer:** If you are not taking your annual TB test with the UCSF Student Health, please submit your result through MyHealthRecord.ucsf.edu. Annual TB Test is a requirement to meet UC system-wide Immunization policy and professional student requirements. After clearance by the Student Health, you can retrieve the compliance report from MyHealthRecord.ucsf.edu and submit to CastleBranch.

To retrieve the report, go to MyHealthRecord > Immunization and find print option under your name, save/print as pdf file. CastleBranch will only accept Student Health’s immunization report.