

## Anne Arundel Community College

### School of Health Sciences

#### Compliance Requirement Guide

#### 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 ok background checks, drug screens, health/medical information, and CPR certification tracking. This instruction sheet will guide you through the process.

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 [hscompliance@aacc.edu](mailto:hscompliance@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 profile, but you have access to your document center in CastleBranch 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 from CastleBranch? Please find your program:

##### Background Check, Medical Document Manager, and Drug Screen:

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

##### Background Check and Medical Document Manager

- Histotechnician (HTC)
- Medical Assisting
- Medical Laboratory Assistant
- Medical Laboratory Technician
- Phlebotomy Technician
- Physical Therapist Assistant
- Radiologic Technology
- Surgical Technology

##### Background Check and Drug Screen

- Continuing Education Program-Sterile Processing

Background Check only:

- Addiction Counseling
- Continuing Education program - Medicine Aide
- Continuing Education program - Nurse Refresher
- Continuing Education program – CNA/GNA/PCT
- Emergency Medical Technician Basic
- Human Services
- Massage Therapy
- Medical Coding

Prices as of 5/2024:

- Background Check and Medical Document Manager: \$79.49
- Background Check only: \$39.50
- Drug Test only: \$41.00
- Medical Document Manager only: \$39.99
- Background Check, Drug Test and Medical Document Manager: \$120.49

Programs required to upload health form documentation via Microsoft Forms.  
Review Health Form Submission Microsoft Form Instructions on pages 3 and 4.

- Emergency Medical Technician (EMT 116)
- Massage Therapy

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 – select the ink under Physical Examination and you will find the 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/screening 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 program. 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 requirement.

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 Office at [hscompliance@aacc.edu](mailto:hscompliance@aacc.edu).

## Health Form Submission Microsoft Form Instructions

Your program acceptance letter will provide a link to the Health Form Submission Microsoft Form. For document submission, we use Microsoft Forms to securely receive your uploaded documentation. We do not require you to email us your health form documentation, you will instead upload those documents to the Health Form Submission Microsoft Form.

The Health Form Submission Microsoft Form will ask you to enter your contact information, upload your health examination form, health and drug screen affidavit, criminal background affidavit, and CPR, if applicable to your program. You will need to upload your completed health form documentation (physical health examination form, vaccines and/or titers, and other testing) by the deadline.

### Frequently Asked Questions:

**1. How do I access the Health Form Submission Microsoft Form?**

You must use your AACC student login account information to access the Health Form Submission Microsoft Form. The link to the Form will be in your acceptance letter.

**2. What are the acceptable file types?**

The acceptable file types include Word, PDF, and Image. The single file size limit is 1 GB.

Ensure your documents are legible and are properly named based on the instruction below before uploading the files to the Health Form Submission Microsoft Form

**3. How should I label my documentation?**

You are required to name and save your file uploads in the following format:

- LASTNAME.FIRSTNAME.PROGRAM.FORM NAME.TERM
- Example: Smith.John.MAS.HEALTHFORM.SP24

**4. What if I need to resubmit my documentation?**

You can submit the Health Form Submission Microsoft Form response more than once. You would use the same Health Form Submission Microsoft Form link provided in your acceptance letter to upload your documentation.

**5. Why would I need to resubmit my documentation?**

If your document is not acceptable you will be contacted via your AACC email to upload documentation via the Health Form Submission Microsoft Form. It is your responsibility to be responsive and prompt in reuploading the correct documentation by the provided deadline. Common reasons why a document might not be acceptable include the following:

- Not legible: too blurry, cropped image
- Incorrect file uploaded to the requirement question
- Missing date
- Missing signature
- Missing stamp or seal on the physical examination
- Missing note on office letterhead from the health care provider (if stamp or seal is unavailable)
- Missing answer(s) to required question(s)
- Missing results on screenings and immunizations
- Incorrect file type

**6. How many unique files can I upload to one requirement?**

10 unique files, although we strongly encourage you to combine your files prior to uploading.

**7. How do I combine my health documentation and affidavit forms into one form?**

It is strongly encouraged that you combine your files before uploading your documentation. We recommend that you scan your document (affidavits and physical examination pages) as one continuous scan so that your final document is one file.

Instructions from Microsoft on how to do merge Word documents can be found at this link:  
<https://learn.microsoft.com/en-us/office/troubleshoot/word/merge-word-documents>

Instructions from Apple on how to use Preview to combine PDFs on the Mac can be found at this link: <https://support.apple.com/en-us/HT202945>

Instructions from Adobe on how to merge PDFs if you have Adobe DC can be found at this link: <https://www.adobe.com/acrobat/how-to/merge-combine-pdf-files-online.html>

## 8. Who do I contact with assistance?

Please email the Health Sciences Admissions office at [hscompliance@aacc.edu](mailto:hscompliance@aacc.edu).

In your email, include your program, your student ID number, your question, and if possible, a screenshot if you are experiencing a technical error.

## An Example of the Health Form Submission Microsoft Form

**AACC School of Health Sciences Massage Therapy Health Form Documentation- Spring 2024**

Review our Health Exam Guide for FAQs, instructions and links to local health resources: <https://www.aacc.edu/apply-and-register/credit-application/health-science-applicants/health-exam/>

The document uploads are due to submit via this form by January 17, 2024.

**NOTE: You are required to name and save your file uploads in the following format: LASTNAME.FIRSTNAME.MAS.FORM.NAME.SP24**  
Ex: Smith.John.MAS.HEALTHFORM.SP24

Contact [hscompliance@aacc.edu](mailto:hscompliance@aacc.edu) with any questions.

Hi, Valera. When you submit this form, the owner will see your name and email address.

\* Required

1. Please enter your full name.\*

2. Provide your AACC student ID number (7 digits).

3. Provide your AACC student email address (@[email@aacc.edu](mailto:email@aacc.edu)).\*

4. Please upload your physical examination, criminal background affidavit, and health and drug screen affidavit. You may upload this as one document.

Download, print, complete and re-upload the Health Examination form signed by a Doctor, Nurse Practitioner, or Physician Assistant within the past **12 months**.

All four pages are required to be completed. All yes/no questions **MUST** be answered to be accepted.

Student signature with date **MUST** be on the page where indicated.

Office stamp/seal must be present. If physician's office does not have a stamp/seal, please provide note on office letterhead with physician signature.

**NOTE: You are required to name and save your file uploads in the following format: LASTNAME.FIRSTNAME.MAS.FORM.NAME.SP24**  
Ex: Smith.John.MAS.HEALTHFORM.SP24

(Non-anonymous question)

File number limit: 0 | Single file size limit: 1GB | Allowed file types: Word, PDF, Image

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**CASTLEBRANCH STUDENT INSTRUCTION FORM**  
**ANNE ARUNDEL COMMUNITY COLLEGE**

**About CastleBranch**

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CastleBranch 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 also allows you to upload any additional documents required by your school.

**Order Summary**

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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**

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

Select Place Order

You will be asked to "Please Select" a program from the dropdown on the left of the page. Select 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 at [hscompliance@aacc.edu](mailto:hscompliance@aacc.edu).

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." Select the continue button and you will be directed to pay for and set up your CastleBranch account.

**View Your Results**

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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](mailto:servicedesk.cu@castlebranch.com)

## **CastleBranch User Frequently Asked Questions**

**1. How do I place my order?**

Once you select Place Order from the home page or go to the Package Selection page, you will enter your personal identifying information. Once you have entered all the required information, you will then go through an intuitive step-by-step process to complete your profile order. If you have any questions, please contact CastleBranch at 888-723-4263 or email [servicedesk.cu@castlebranch.com](mailto: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 selecting on the Document Center tab located at the top of the screen. Once in the Document Center, select on the Background Check folder located on the left side panel; then select 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 [hscompliance@aacc.edu](mailto:hscompliance@aacc.edu) and include a screenshot.

**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, select your To-Do List. Select the blue plus sign for the form that you need (health examination record and affidavits). Check the option to download. If you need further technical assistance, contact CastleBranch at 888-723-4263 or email [servicedesk.cu@castlebranch.com](mailto:servicedesk.cu@castlebranch.com).

**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. No other health care worker can complete the Health Examination Record. If you do not currently have a primary care provider, please [review the health examination guide](#) for a list of local providers and resources.

**6. What if my healthcare provider does not have a stamp or seal?**

Your Health Examination Record must have the stamp or seal of your healthcare provider's office indicated on the Health Examination Record. If a stamp is not available, you must upload a note from your healthcare provider on office letterhead along with your Health Examination Record.

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

Navigate to your Medical Document Manager to view your requirement to-do list. Select the Physical Examination requirement. There will be a drop-down box with a hyperlink to download the file.

**8. Do I need to upload every single shot record? Why do I have to upload everything again when I already uploaded the health examination record?**

Yes, this is a requirement. CastleBranch requires the student to upload proof of 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 or email [servicedesk.cu@castlebranch.com](mailto:servicedesk.cu@castlebranch.com).

**9. The Health Form 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 acceptance letter.

**10. 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.

**11. 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 1<sup>st</sup> and October (date depends on program). [Review the health examination guide](#) for information on Influenza, COVID-19, and other vaccinations.

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

You must upload your completed health form and immunizations directly to CastleBranch or Microsoft Form. This will ensure that your documents will be kept confidential. You can upload your documents by logging into your CastleBranch account and going to your To-Do list. After selecting the blue plus sign, you will find options on how to upload your documents, including faxing.

**13. How do I fax my forms to CastleBranch?**

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 select the download button next to the statement "download the fax/mail requirement cover page."

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 or email [servicedesk.cu@castlebranch.com](mailto:servicedesk.cu@castlebranch.com).

**14. Does my doctor fill out the health and drug screening affidavit form?**

No, you will review, sign and date the health and drug affidavit form and then upload it to the physical examination requirement in CastleBranch. Your medical provider does not complete this form. The health and drug screening 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 the deadline, please email CastleBranch at [servicedesk.cu@castlebranch.com](mailto: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 check, 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 [hscompliance@aacc.edu](mailto:hscompliance@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 PPD administered and upload documentation 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. You must email [hscompliance@aacc.edu](mailto:hscompliance@aacc.edu) the appointment dates of your vaccines that will occur after the health form deadline.



20. **What does "In Process" status mean on my results summary page?**  
"In Process" means that the item review is not completed and is still being researched. When an item is in Process, the Health Sciences Admissions staff cannot conduct overrides or accelerate the review process. If an item has been in Process for more than 5 business days, please email CastleBranch at [servicedesk.cu@castlebranch.com](mailto:servicedesk.cu@castlebranch.com).
21. **CastleBranch rejected something I submitted, but I think it is an error on their part, what do I do?**  
Please email [hscompliance@aacc.edu](mailto:hscompliance@aacc.edu), be sure to include your ID number and your program. 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 CastleBranch 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 AACC Health Sciences 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 [hscompliance@aacc.edu](mailto:hscompliance@aacc.edu) to ask for the criminal background affidavit form. This form will need to be completed in the presence of a notary public and is not the same as the criminal background affidavit already located in CastleBranch. Then you must email the complete, notarized criminal background affidavit to [hscompliance@aacc.edu](mailto:hscompliance@aacc.edu).
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 results. 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. If there are any medication changes while in the program, you must have a completed health status update form submitted to [hscompliance@aacc.edu](mailto:hscompliance@aacc.edu).
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](mailto: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: 1/7/2025