

# Complio Instructions

**Create and verify your Complio Account (NOTE: You MUST use your LEGAL NAME & GMercyU email for your Complio account)**

<http://gmercyucompliance.com/>

**Please take the time to review the below information regarding best practices & general FAQs:**

## Best Practice/General FAQs:

- ✓ Students will create a new account unless they had one previously.
  - Select “New Users” if new.
  - Students **MUST** use their GMercyU email as their PRIMARY email for Complio.
  - You are welcome to use your personal email as a secondary email, but GMercyU Email **MUST BE THE PRIMARY EMAIL**
  
- ✓ After creating the account, the next page will ask about clinicals:
  - Where are you doing clinicals? What is the facility ID number?
  - **WE DO NOT KNOW THIS. This information will be input by the Clinical Coordinator. Students are to put “N/A” in all fields they do not know on this page.**
  
- ✓ Students are “out of state students” if they currently live out of PA OR if they have lived out of PA within the last 2 years – **this means you will purchase 4 Complio Packages**
  - There are 3 packages to be ordered for IN-STATE students
  - There are 4 packages to be ordered for OUT-OF-STATE students – you will need to get fingerprinted TWICE
  
- ✓ In Complio it will automatically show students are “non-compliant”.
  - Once you submit items and they are approved it will then show they are “compliant” with a green check mark.
  
- ✓ In Complio, students will see all items as “non-compliant” until they have submitted the necessary items. It can take up to 5 days for Complio to review an item. If it has been over 5 days since the student submitted an item, then you want to contact Complio for further review.
  
- ✓ Students should always keep receipts for fingerprints just in case something happens.
  - If you have the receipt showing you went to get fingerprints – you are okay to start.
  
- ✓ Urgent care locations can do majority of package 3!
  
- ✓ As you are uploading images/documents to Complio –save them specific recognizable names.
  - The image/document must have your name, provider information (where you got the test done), and date.
  - An image/document/photo is required for each dose/clinical clearance.
  
- ✓ If you have questions on your clearance and why it is not approved – you must call Complio to see why the clearance is not approved. If you still need assistance, please contact Morgan Christy.

## Complio/American Data Bank Phone #

- 303-573-1130 or 1-8000-200-0853 Hours: 8am – 6 pm M-F (MST)

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\* There are a total of 3 packages to be ordered for IN-STATE students

\* There are a total of 4 packages to be ordered for OUT-OF-STATE students

## **Package 1: Background Check:** **(need to specify if student is in-state or out of state)**

**This is the item they need to get done FIRST after orientation**

- Part one of this package is FINGERPRINTS
  - DPW (Department of Human Services) is the federal level FBI Fingerprinting.
  - This is the only fingerprinting required for IN STATE students
    - *Out of state students will also need to complete package 4*
  - After purchasing package 1, students will receive a link/code from Complio to your email which will direct them to a website to schedule/complete fingerprints with IdentoGO.
    - The email can take 5 days after purchasing to be received by the student.
  - Once fingerprints are complete it can take up to **SIX WEEKS** to get back the results, and the results will arrive in the mail to you, the student. The student will then upload their results to Complio
    - \* if student is out of state you can find a location in your state to get this done\*
- Part two of this package is Child Clearances
  - American Data Bank provides instructions for this.
  - Please complete these electronically.
    - If completed electronically you often receive the clearances in 2 days.
  - The purpose for their child clearances should be the one that starts with “Employee of Childcare Services”
    - **DO NOT SELECT VOLUNTEER**
- Part three of this package is the PA Statewide Criminal Search
  - The PA Statewide Criminal Check will automatically be completed once this package is ordered.
  - The student does not need to do anything or upload anything for this step.

## **Package 2: Drug Screening**

- Students will receive a link/code from Complio
  - NOTE: This one often goes to SPAM
  - Student can complete the test at a Quest location nearest to them
- This will expire within 30 days after ordering the package, so student needs to get this done as soon as they order.
  - If it expires, they will need to pay for it again.
- Results for the drug test are sent right to GMercyU and Complio.
  - Student will not receive any documentation when they go to complete this
- If a student is taking medication that interferes with the drug test, the student’s doctor will need to send a letter to your Program Coordinator/Director.

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**Package 3: Immunization Compliance Tracking**

For MMR & Varicella	<ul style="list-style-type: none"><li>- There are 2 doses of MMR &amp; Varicella.<ul style="list-style-type: none"><li>• All you need to do is provide proof you received the 2 doses.</li></ul></li><li>- if student <i>cannot</i> show proof that 2 doses were complete...<ul style="list-style-type: none"><li>• You will need to provide proof of Immune Titer.<ul style="list-style-type: none"><li>○ You will get blood work/titer done...<ul style="list-style-type: none"><li>▪ If positive that is great – you are good to go.</li><li>▪ If results come back negative, then student will need to go back and get the 2 doses of MMR &amp; Varicella.<ul style="list-style-type: none"><li>• Students can start the program with one dose complete.</li><li>• After student has got BOTH doses, you will then have to go back and get another Titer that shows tested positive for an Immune Titer.</li></ul></li></ul></li></ul></li></ul></li></ul>
For Hep B	<ul style="list-style-type: none"><li>- Students need proof of all 3 doses <b>AND</b> proof of Immune Titer.</li><li>- for the Immune Titer: You will get blood work/titer done<ul style="list-style-type: none"><li>• If positive that is great – you are good to go.</li><li>• If results come back negative, then the student will need to go back and get the booster doses done.<ul style="list-style-type: none"><li>○ The time between the Hep B doses is much longer than other vaccines.</li><li>○ Students can start the program with the first dose complete but will need to show proof of an immune titer (typically 4-6 weeks after last dose)</li></ul></li></ul></li></ul>

— COVID 19:

- All incoming students must be fully vaccinated & boosted
- Booster is required if eligible (typically 6 months after 2<sup>nd</sup> vaccination)
  - If you are just starting the vaccination process – then you must follow the CDC timelines for when to get their 2<sup>nd</sup> vaccination and then when you are eligible for the booster.
  - The students will still be permitted to participate in clinical if they are fully vaccinated and waiting for their booster.
- COVID vaccine documentation should be submitted to the University and to Complio/ADB

— Meningitis:

- This is only needed if living on campus.
  - In this section in Complio there is a checkbox that says “I am applying for an exception”.
  - Students will click that check box, and then type “I am not living on campus” in the box.

— FLU SHOT:

- Due every year by October 1<sup>st</sup>.
- Important to note that the students will need paperwork showing the:
  - Lot #, Provider Name, and Expiration Date of their flu shot
  - If possible, students should get it done at CVS

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### — TB Test: \*\*EVERYONE NEEDS A TB TEST DONE NO MATTER WHAT

- **Students need to get the BLOOD DRAWN Test**, not the PPD or SKIN TEST.
  - **The student MUST VOICE TO DOCTOR that they want the Blood Drawn Test.**
    - There are 2 types of the Blood Drawn test: either T=SPOT Test or QuantiFERON-TB Gold Test
      - Does NOT matter which one they get
- Results for this test will be positive or negative. We are looking for *negative* results.
  - If positive - you will need to get chest x-ray done.
- Sometimes you will see results of “Latent TB”.
  - If student already knows this, they MUST get the TB Test done, AND then will need to get a chest x-ray.
  - If Dr. says student is good to go, you will need a clearance letter from Dr. which you would upload into Complio.

### — TDAP

- This must be completed within the past 10 years

### — Physical

- there is a form on Complio site that you will need to download and give to your doctor to complete.
- The Doctor **MUST** complete this specific form and ensure that there is **THE OFFICE STAMP** on the form.

## Package 4:

### — PA Department of Aging Fingerprinting

- **This is only for out of state students**
- Students MUST come and get this done in the state of PA.
  - We recommend student gets the Department of Human Services fingerprint done first
- If you are here looking at apartments, get it done then.
- If student lives in tri-state area the student needs to come and get these done ASAP
- If you have lived outside of PA within the last two years you are considered an OUT OF STATE STUDENT!!

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**Example of Vaccine Record:**

10 Yr Well - TLC Pebbles Flintstone 10 yrs, 1 mo 3/15/08 F

**Immunizations**

Vaccines Print

DTaP	06/18/08	08/25/08	09/24/08	09/16/09	03/21/13
Hepatitis B	04/22/08	06/18/08	08/25/08	09/24/08	
HIB Unspec	06/18/08	08/25/08	09/24/08	06/17/09	
Influenza	03/23/11	01/22/17			
IPV	06/18/08	08/25/08	09/16/09	03/21/13	
MMR	06/17/09	04/16/11			
-Pneumococcal Unspec	06/18/08	08/25/08	09/24/08	09/16/09	
Rotavirus (3 dose)	06/18/08	08/25/08	09/24/08		
Varicella	03/22/09	04/16/11			
Ordered					

Diseases

Japanese encephalitis virus disease	04/05/18	date unknown
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**Forecasting Results** Last updated: 04/19/18 01:36pm  Show Informational Warnings(0) Refresh

Vaccine Family	Dose #	Recommended Date	Minimum Date	Past Due Date	Maximum Date
HPV	1st	03/15/2019 (11y)	03/15/2017	03/15/2021	03/15/2108
Meningococcal	1st	03/15/2019 (11y)	03/15/2018	03/15/2021	03/15/2128
Hep A	1st	03/15/2009 (1y)	03/15/2009	03/15/2010	03/15/2128
Flu	3rd	10/01/2017 (9y 6m)	07/01/2017	10/31/2017	03/15/2128
DTaP/DT/Td/Tdap	6th	03/15/2019 (11y)	03/15/2019	03/15/2021	03/15/2128

**Forecasting Warnings**

Vaccine	Date	Message
Hepatitis B	08/25/2008	Invalid Vaccine: Minimum age for this dose not met. (CVX 08)

Immunization forecasting results and warnings provided by IMMUCAST™

**Example of Blood Titer:**

**Laboratory Report**

**Name:** PATIENT, TEST4 **Ordered by:** [REDACTED] - 0000

**Id:** 1797639545 **Order #:** L341842-98

**Age:** 34 yrs at result time **Collected:** 10/31/2016 1:50 PM

**DOB:** 8/1/1982 **Received:** 10/31/2016 1:50 PM

**Sex:** F

IT TESTING \*\*\* NO SPECIMEN SENT

**8624 - Mumps Virus Antibody IgG #8624**

**Reported:** 10/31/2016 1:56 PM  
**Status:** Final

IT TESTING \*\*\* NO SPECIMEN SENT

Test Name	Result	Flags	Reference Range
MUMPS VIRUS ANTIBODY (IGG)	1.68		
Index	Interpretation		
< or = 0.90	Negative		
0.91-1.09	Equivocal		
> or = 1.10	Positive		

A positive result indicates that the patient has antibody to mumps virus. It does not differentiate between an active or past infection. The clinical diagnosis must be interpreted in conjunction with the clinical signs and symptoms of the patient.

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