

# 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:

- ✓ Video Tutorial Link Available: [https://gmercyu.complio.com/AdbVideos.aspx?WidgetVideo=True&APV\\_ID=2](https://gmercyu.complio.com/AdbVideos.aspx?WidgetVideo=True&APV_ID=2)
- ✓ 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**
  - Your applicant type will be either Accelerated BSN, DEMSN, or WBSN.
- ✓ 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**
  - IN-STATE Students will need a total of **3 packages.**
  - OUT-OF-STATE Students will need a total of **4 packages.** (You will need to get fingerprinted **twice.**)
- ✓ In Complio it will automatically start students as “non-compliant”.
  - Once you submit items and they are approved it will then show they are “compliant” with a green check mark.
  - Certain items if ongoing, will show as non-compliant but you will be considered “temporarily compliant with Gwynedd Mercy University.
- ✓ 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 and you do not see it or have questions why it is not approved, then you want to contact your compliance officer or Complio directly 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!

## Complio/American Data Bank Phone #

- 303-573-1130 or 1-800-200-0853 Hours: 8am – 6 pm M-F (MST)

## Kathryn (Kate) Marshall – Compliance Officer

- [Compliance2@gmercyu.edu](mailto:Compliance2@gmercyu.edu)

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- ✓ As you are uploading images/documents to Complio – save them as specific recognizable names.
  - The image/document must have your name, provider information, and date.

\* 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.
    - After scheduling your fingerprints, you will receive a **one-time opportunity from IdentoGO** to secure your security question to receive your fingerprints electronically after your fingerprints are taken.
  - Once fingerprints are complete you can either receive them electronically with your one-time security question (**This was sent to you previously/Gwynedd Mercy does not know this**) or 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 you are 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”
    - **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, however, please confirm it is uploaded to the correct section.

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**Part 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. If you have a situation that may affect your results, you will need to notify your enrollment advisor and Program Coordinator/Director.

**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.<ul style="list-style-type: none"><li>• If you are showing non-compliant after uploading your doses due to the time in between your doses you should contact your Compliance Officer.</li></ul></li><li>- for the Immune Titer: You will get blood work/titer (Surface Antibody) 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>

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### — COVID 19:

- All incoming students must be fully vaccinated
- COVID vaccine documentation should be submitted to the University and to Complio/ADB

### — Meningitis:

- This is only needed if living on campus. There will be a drop-down menu to answer.
  - **If you are not living on campus** and you answer NO, you are compliant for this section.
  - **If you are living on campus** and you answer YES, you'll need to provide proof of meningitis vaccinations. For our on-campus students, Gwynedd Mercy (and Pennsylvania) requires that on-campus residents receive a second meningitis vaccine on or after their 16<sup>th</sup> birthday.

### — 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

### — TDAP

- This must be completed within the past 10 years

### — 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.

### — 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.
  - If your doctor advises they do not want to give you a physical due the timing of you previous physical, they may transfer the information from your previous physical to the form.

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**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 or at the same time as these.
- 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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