Step-By-Step Instructions

With new requirements being requested by our industry partners we are now requesting the following to be completed by students before enrolling in a CNA course.

Student creates an account with [American Databank](#) for background check ($50)

Student creates an Complio account within American Databank for immunizations tracking ($12 one-year subscription)
> See following Complio instructions (*beginning on page 2 or on page 6)*
>> When creating account use **Allied Health** group

Student signs CSI Drug Screen Consent Form and uploads to Complio account

Drug Screen:
Student can go to Physician's Immediate Care Center, present flyer, pay $20 and results will be sent to HSHS Staff.
Student can go to Sterling Urgent Care, present flyer, pay 7-panel rate and results will be available to HSHS Staff.

If student prefers another provider, student must arrange for <u>provider</u> to send results to HSHS Staff. (Drug Screens handed in by student will NOT be accepted. Drug Screen results are NOT to be uploaded to Complio account.)

Immunizations
- Student will receive a current TB vaccination from preferred provider. Student will upload final results documentation to Complio account.
    - Physician's Immediate Care Center is providing this service to CSI students for the cost of $20 when they present flyer.
- Student will receive a current Flu vaccination from preferred provider and upload documentation to Complio account.
- Student will receive COVID vaccination from preferred provider and upload documentation to Complio account.
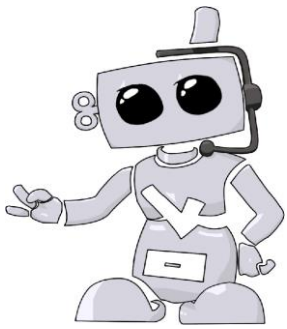
After Completion
Once complete with all requirements, student should notify HSHS office staff for CNA course registration steps:

HSHS office staff:
Lee Ann Erickson leeannerickson@csi.edu 208 732 6700
Rae Jean Larsen rlarsen@csi.edu 208 732 6701
Matilda Wolfe mmwolfe@csi.edu 208 732 6702

College of Southern Idaho

Student guide to Complio

Required immunizations and certifications

What you need to know about compliance and immunization requirements

College of Southern Idaho students will need to provide documentation regarding the completion of their immunization, background check, drug screen, required trainings and related compliance records. CSI uses a vendor called American DataBank to help students track, access, and maintain their compliance records through their academic program. American DataBank has created a web-based database allows students to access their immunization and compliance records from a computer and gives students the ability to update and download their compliance "passport" at their convenience. This system is known as Complio and automatically notifies students when immunization or compliance records are expiring so that students can update their records as needed.

This guide contains details about how to complete the immunization and certification requirements which must be completed. Please review these materials closely and complete the required items today.

Clinical agency requirements

Students placed at clinical agencies are required to provide their immunization and compliance materials prior to being placed in that setting. Your program faculty and staff may halt your attendance in clinical course work at any time if your immunization and clinical requirements have not been met.

Complio support

Account login: csidahocompliance.com

Technical Support:
complio@americandatabank.com
Or
(800) 200-0853

Getting Started Check list

1. Create your Complio account
   a. Using Chrome or Firefox go to csidahocompliance.com and place your order for the Immunization Tracking Package as well as the Background Check Package. Once you have placed your order, Complio will provide you will a list of requirement Immunizations and email you the necessary drug screening registration. Complio will provide you with your username and password via email. Please allow one business day to receive your user ID and password and double check your spam or junk folder if you do not receive it.
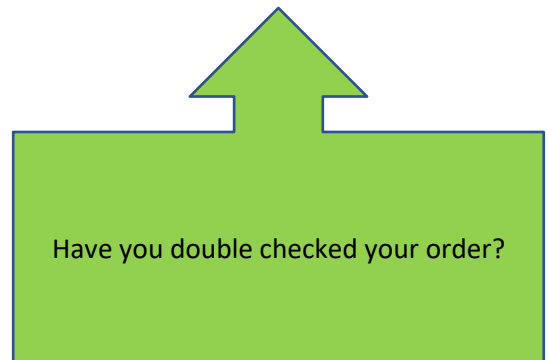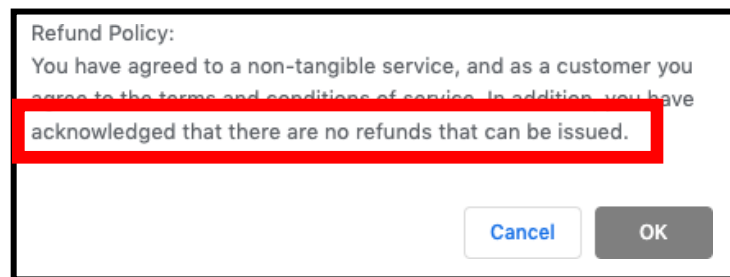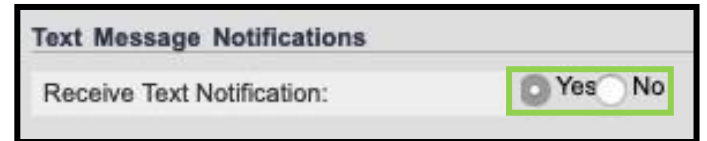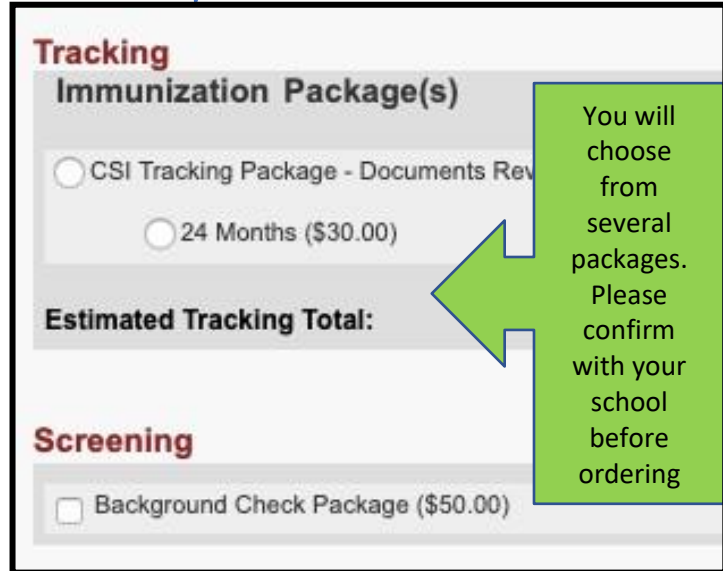2. Gather your immunization records
   a. Complio will provide you with a list of all immunization requirements, which will also be emailed to you at the same time you place your order. Please review these carefully to ensure you have all documentation.
3. Submit Materials
   a. When you receive your drug screening information please follow all instructions found in the email and take the appropriate action. Your background check results will be uploaded for you upon completion by American DataBank. Your drug screening results will be uploaded to your account 72 business hours after you complete the collection.
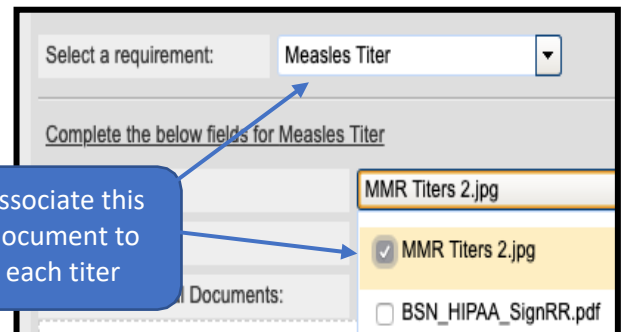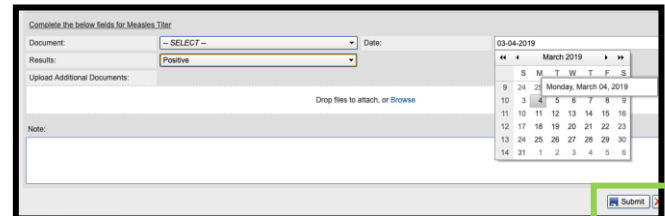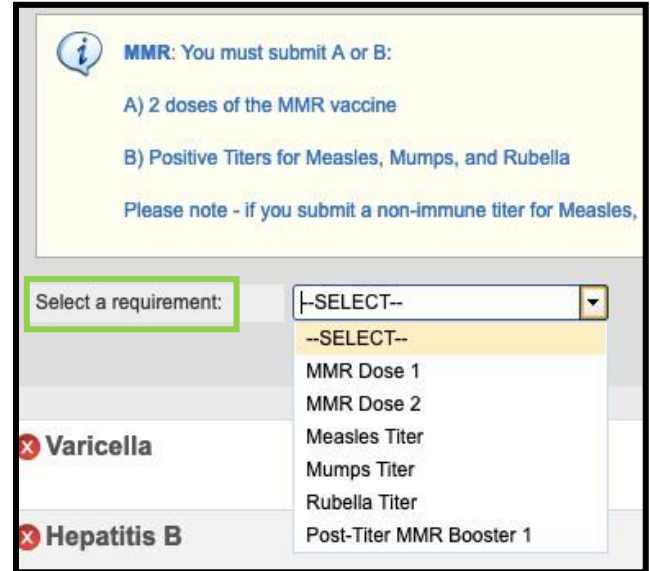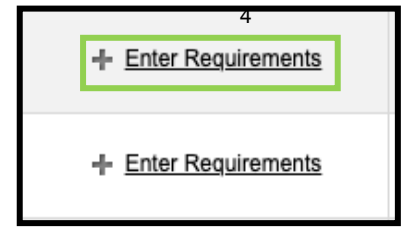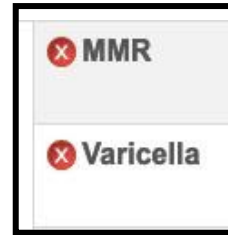
How to set up your Complio account

1. Go to csidahocompliance.com to create your account by clicking on the "New Users" button
2. Once you create your account, you will receive an email with an activation link.
   a. Follow this link to login to your account. If you do not click on the link, your account will not be activated
3. Click on the Get Started button to begin the ordering process
4. Select your program of study and then click on "Load Packages"
   a. You will see several different packages listed. If you're unsure of what to order, please contact your school to confirm.
5. Step 2 will ask you to confirm all details you entered when you created your account.
   a. This information will be used to run your criminal background check and drug screening. It is imperative that you confirm that all details are correct. If you order incorrectly, you will have to place another order and a refund is not available.
   b. We encourage you to opt-in to receive Text notifications regarding your Complio account
6. Signing Forms
   a. There will be several forms to sign. Review the document and scroll down the bottom of the page where you will check the you've read and agree to the documentation. Using your mouse or track pad, sign your name and click Next to proceed. The form will refresh to show your signature in the form. You will click Next to move forward.
7. Order Review
   a. You will confirm your order on the Order Review page. Please double check your package selections as once you enter your payment information your order is not eligible for a refund. Please confirm your order before proceeding.

Welcome to College of Southern Idaho's Complio Website

EXISTING USERS
Login To Your Account

NEW USERS
Create Your Account

Click here to create your account!

Create   Pay

COMPLIO
by American DataBank

Tracking
Immunization Package(s)

○ CSI Tracking Package - Documents Rev

○ 24 Months ($30.00)

Estimated Tracking Total:

Screening

☐ Background Check Package ($50.00)

You will choose from several packages. Please confirm with your school before ordering

Text Message Notifications
Receive Text Notification: ○ Yes ○ No

Refund Policy:
You have agreed to a non-tangible service, and as a customer you agree to the terms and conditions of service. In addition, you have acknowledged that there are no refunds that can be issued.

Cancel   OK
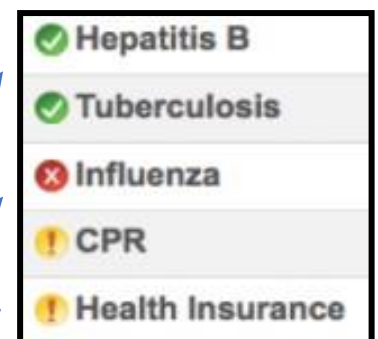
Have you double checked your order?
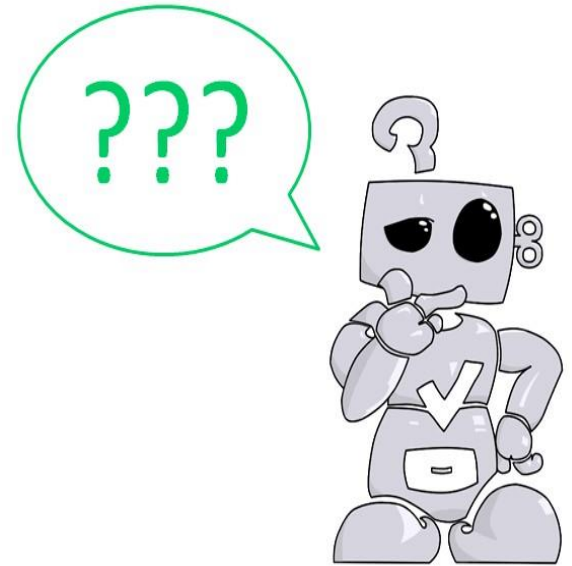
How to set up your Complio account

8. Return to your home page, where you will see a video that shows you how to upload documents. Watch this video
9. Once you've watched the video, you will be able to see a list of all your requirements. Click on "Enter Requirements" on the right side and indicate which required items you are submitting.
    a. You will see what steps are required to become compliant for each category as soon as you click "Enter Requirements"
10. Choose your pathway to compliance in the dropdown
    a. Once you choose your option, Complio will ask you for additional information. Please enter all applicable details
    b. Don't forget to click Submit!
11. You may need to submit multiple items for a single compliance category
    a. Once you've uploaded a document once, it can be associated to as many items as you need. Just click the "Document" drop down once you select your requirement. In this screenshot, the student is associating their document "MMR Titers 2" to each titer individually (Measles, Mumps, and Rubella).
    b. Do yourself a favor and label your documents with the contents. It will save you a great deal of time
12. American DataBank will review your documents within 1-3 business days once they are submitted
    a. ADB reviewed your documents to ensure they meet your school's standards. They are following the direction of the school and do not make the standards themselves.
    b. If will be notified via email and text (if you opted in) as to the status of the document you submitted.
    c. If your document did not meet the standards, it is considered not approved and you will need to determine the next steps. If your document does meet the standards, it will be approved.
13. If you have any questions about what information your documents need to have in order to be approved, please click on Requirement Explanation at the top of your screen

MMR: You must submit A or B:

A) 2 doses of the MMR vaccine

B) Positive Titers for Measles, Mumps, and Rubella

Please note - if you submit a non-immune titer for Measles,

Select a requirement: --SELECT--
- --SELECT--
- MMR Dose 1
- MMR Dose 2
- Measles Titer
- Mumps Titer
- Rubella Titer
- Post-Titer MMR Booster 1

Associate this document to each titer

Once you submit your documents, they will have a status. Green = approved, Red = not compliant, Yellow = Pending Review

Hepatitis B
Tuberculosis
Influenza
CPR
Health Insurance

Overall Compliance Status Not Compliant ✗ (0/11 Compliant)

Compliance Category/Item (Expand / Collapse)   Requirement Explanation

Questions?

???

©American DataBank is always happy to help. You may call, email, or message us with any questions or concerns you have about Complio, your account, or your students' statuses.

Email: Complio@americandatabank.com

Phone: **800-200-0853**
Live Service: 7am-6pm MT M-F; 8am-4pm MT Sa

Address: 110 16th Street
                   Suite 800
                   Denver, CO 80202

©American DataBank LLC.

**Questions? Email Complio@americandatabank.com
Or call 1-800-200-0853**

4

Student guide to American Data Bank – Complio

<u>What you need to know about compliance and immunization requirements</u>

College of Southern Idaho students will need to provide documentation regarding the completion of their required immunizations, certifications, background check, and drug screen. CSI keeps track of all of this by using a website called American Data Bank which in turn helps students track, access, and maintain their immunization records while in the programs. The website is called American Data Bank, but the system that tracks the immunization records is called Complio, so it is referred to as both ways. It also has a neat feature that notifies students when immunization or compliance records are expiring so that students can get ahead and update their records as needed.

This guide's purpose is to help you complete the compliance process by showing you how to upload your immunization records and certification requirements which must be completed before the student is allowed to register for the program. Please take a look at the following steps and if you have any questions or concerns, please take a look at the contact information that can be found on the last page.

Congrats and welcome to CSI!

1. **Creating your Complio account**

    a. Using Chrome or Firefox go to the website: http://www.csidahocompliance.com

    b. Once the website loads, you will click the button that says, **NEW USERS** *Create Your Account*

    c. After clicking the button, it will take you to a screen where you will input personal information. Be sure to double check what you fill in as this will be used to do your background check. This screen will also have you create a username and password for your account.

    d. Once you have filled out the correct information, click on the Create Account & Proceed button, it will take you to the next page which will ask that you check the email you set the account up with, and look for an activation link

e. After you activate the account, it will have you order a subscription package. Select your program of study and click on the load packages button.

   i. You will see several different packages listed. If you are unsure of what to order, STOP, and please contact CSI to confirm.

Packages – What falls underneath the packages you select?

<u>Nursing</u>

- Registered Nursing
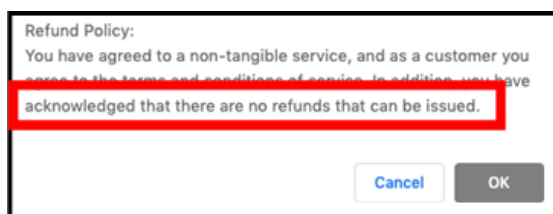- Practical Nursing

<u>Allied Health</u>

- Radiologic Technology
- Medical Assisting
- Phlebotomy
- Physical Therapy Assistant
- Surgical Technology
- Dental Assisting
- Dental Hygiene
- CNA

f. During this step you will also select the Background Check Package. After you have selected it, it will ask you to confirm the personal information that you input at the beginning when you created the account.

   i. Please double check that all the information is correct. If there is an error and it is not caught, you will be required to repurchase the background check and there is no refund available.

   ii. Once you have double checked your information, it will have you sign some forms that acknowledge the background check information. Use your mouse or track pad and click next to proceed.

g. The set-up process is almost done! On the next screen it will have you confirm your order. **PLEASE** double check that you have selected the correct package and have input the correct information for the background check. Once you have entered your payment information, your order will not be eligible for a refund. If you have made an error (selected the wrong package for example) Please contact CSI and we will see how we can work with you.

Refund Policy:
You have agreed to a non-tangible service, and as a customer you
acknowledged that there are no refunds that can be issued.

Cancel   OK

Your account is set up!

2. **How to upload immunization records and certificates**

a. Luckily there is a great video that you can watch that shows you step by step on how to upload documents. But here's some information in case.

b. Once you're done watching the video, you will be able to see a list of all your requirements. Click on "Enter Requirements" on the right side and indicate which items you are submitting.

   i. You will be able to see what steps are required to become compliant for each category as soon as you click, "Enter Requirements."

c. Choose your pathway to compliance in the dropdown section.

   i. Once you choose your option, Complio will ask you for additional information. Please enter all applicable details.

   ii. Don't forget to click Submit!

d. You may need to submit multiple items for a single compliance category. Our most common ones are for MMR, Varicella, and Hep B as these are immunization series that require more than one dose of the vaccine. (Unless you submitted a titer)

e. Once you have uploaded a document onto Complio, there is no need to keep uploading the same document for each compliance item you fill out. A lot of students will receive a history of their immunization paperwork and several of the needed items will be on one page. Just click on the "Document" drop down once you select your requirement.

   i. It helps if you name the document with the immunization it is associated with. For example, if you have a document that has your MMR, Varicella, and Hep B on it, just label it, "MMR, Varicella and Hep B."

f. Once you have submitted all the documents you are able to, you will probably see a yellow exclamation sign pop up next to it. Don't worry, that just means that it needs to be reviewed by CSI to make sure all the information is in correctly. Give CSI 1-3 business days to go in and either approve or deny the document.

g. "My document was denied. What do I do now?"

   i. Don't fret, it happens to everyone. You will click on the compliance category and there will be a short explanation as to why we couldn't accept the document.

      1. Some of the most common ones are:

         a. *Student's name could not be located on document uploaded.*

         b. *Date could not be read on the document uploaded.*

         c. *You are missing the second or third dose required to be compliant in this category.*

   ii. If you feel like an error has been made, please contact CSI, and we will work with you to figure out what can be done.

   iii. One note: Sometimes the documents slip past us and are approved by the company itself, it you feel like the Complio has made a mistake, please contact CSI and we will work with you to correct it.

Contact Information:

If you have any questions or concerns that were not answered by the document provided or by the video on American Data Bank. Here is how you can contact CSI, and how you can contact American Data Bank themselves:

CSI:

Office Specialist in Charge of Compliance:

Matilda Wolfe

Phone: (208)732-6702

Email: mmwolfe@csi.edu

Office hours are:

 8 am – 5:30 pm MT, Mon-Thurs

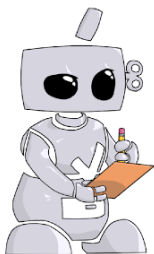 8 am – 4 pm Friday

American Data Bank:

Email:

Complio@americandatabank.com

Phone: (800)200-0853

Hours for phone are:

7 am – 6 pm MT, Mon – Fri

8 am – 5 pm MT Sat

Applicant Authorization and Consent for Drug Screening

I hereby authorize and consent to the collection and testing of my urine by a collection site and laboratory for drug testing. I authorize the collection site, laboratory, medical personnel, and/or the College to disclose the results of my drug test to organizations and personnel involved in my educational programs. I acknowledge that the results of my drug test will be utilized to determine my eligibility to participate in CSI's programs as well as in educational activities in clinical affiliates.

_____
Printed Name

_____   _____
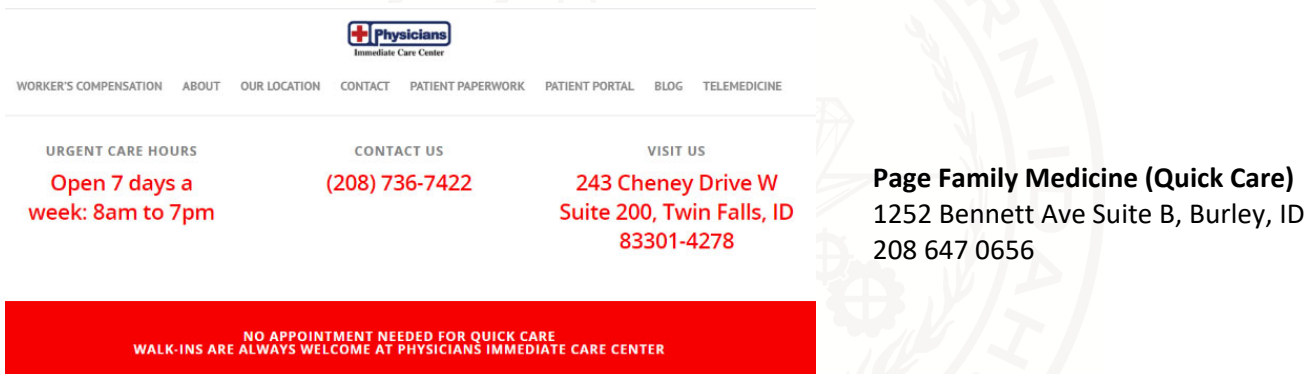Signature   Date

Discount Pricing for CNA Candidates
Present this flier to <u>Physicians Immediate Care</u>
for student discount pricing

- **TB Test** Discount Cost: $20.00 – Student must upload test results to their Complio Account

- **7 Panel Drug Screen** Discount Cost: $20.00 – Physician's Immediate Care Will Provide Results to CSI HSHS Department

Testing results are due the Monday before the start of your CNA course

Two **locations**:

Physicians Immediate Care Center

WORKER'S COMPENSATION   ABOUT   OUR LOCATION   CONTACT   PATIENT PAPERWORK   PATIENT PORTAL   BLOG   TELEMEDICINE

URGENT CARE HOURS	CONTACT US	VISIT US
Open 7 days a week: 8am to 7pm	(208) 736-7422	243 Cheney Drive W Suite 200, Twin Falls, ID 83301-4278

NO APPOINTMENT NEEDED FOR QUICK CARE
WALK-INS ARE ALWAYS WELCOME AT PHYSICIANS IMMEDIATE CARE CENTER

Page Family Medicine (Quick Care)
1252 Bennett Ave Suite B, Burley, ID
208 647 0656

For questions please contact:

Lee Ann Erickson leeannerickson@csi.edu 208-732-6700 *CSI HSHS Student Services Specialist*
Rae Jean Larsen rlarsen@csi.edu 208-732-6701 *CSI HSHS Office Manager*
Matilda Wolfe mmwolfe@csi.edu 208 732 6702 *Office Specialist*

Updated March 2022

STERLING URGENT CARE

Authorization Form

EMPLOYER INFORMATION

Company Name: ___Health Sciences & Human Services College of Southern Idaho___

Company Address: _____

City: _____ State: _____ Zip Code: _____

Visit Authorized By: ___Donor must pay for drug test___ Contact Number: _____

EMPLOYEE INFORMATION

Employee Name: _____ Date of Birth: _____

Social Security Number: _____ Employee ID#: _____

REASON FOR VISIT

☐ Pre-Employment ☐ Random ☐ Reasonable Suspicion ☐ Post-Accident

NEEDED SERVICES

DRUG SCREEN

Instant:

☐ 5 Panel ☐ 9 Panel
☐ 10 Panel

Lab Based:

☐ 5 Panel ☒ 7 Panel
☐ 9 Panel ☐ 10 Panel

Other:

☐ Hair ☐ Blood
☐ Oral Fluid

☐ BREATH ALCOHOL

Imaging

☐ EKG
☐ X-Rays: _____

DOT SERVICES

☐ Urine Drug Screen
☐ Breath Alcohol
☐ Physical

WORK-RELATED INJURY

☐ Initial Injury Evaluation
  Date of Injury: _____
☐ Injury Follow-up

ANCILLARY TESTING

☐ Lift Test: _____ Lbs
☐ Vision Screening
☐ Color Vision Test
  Other: _____

MEDICAL SERVICES

Immunizations:
☐ Tetanus
☐ TDAP
☐ Influenza

Respiratory:
☐ Pulmonary Function Test
☐ Fit Test
☐ OSHA Questionnaire

Lab Testing:
☐ TB Skin Test ☐ TB Blood Test
☐ Blood Titers: _____
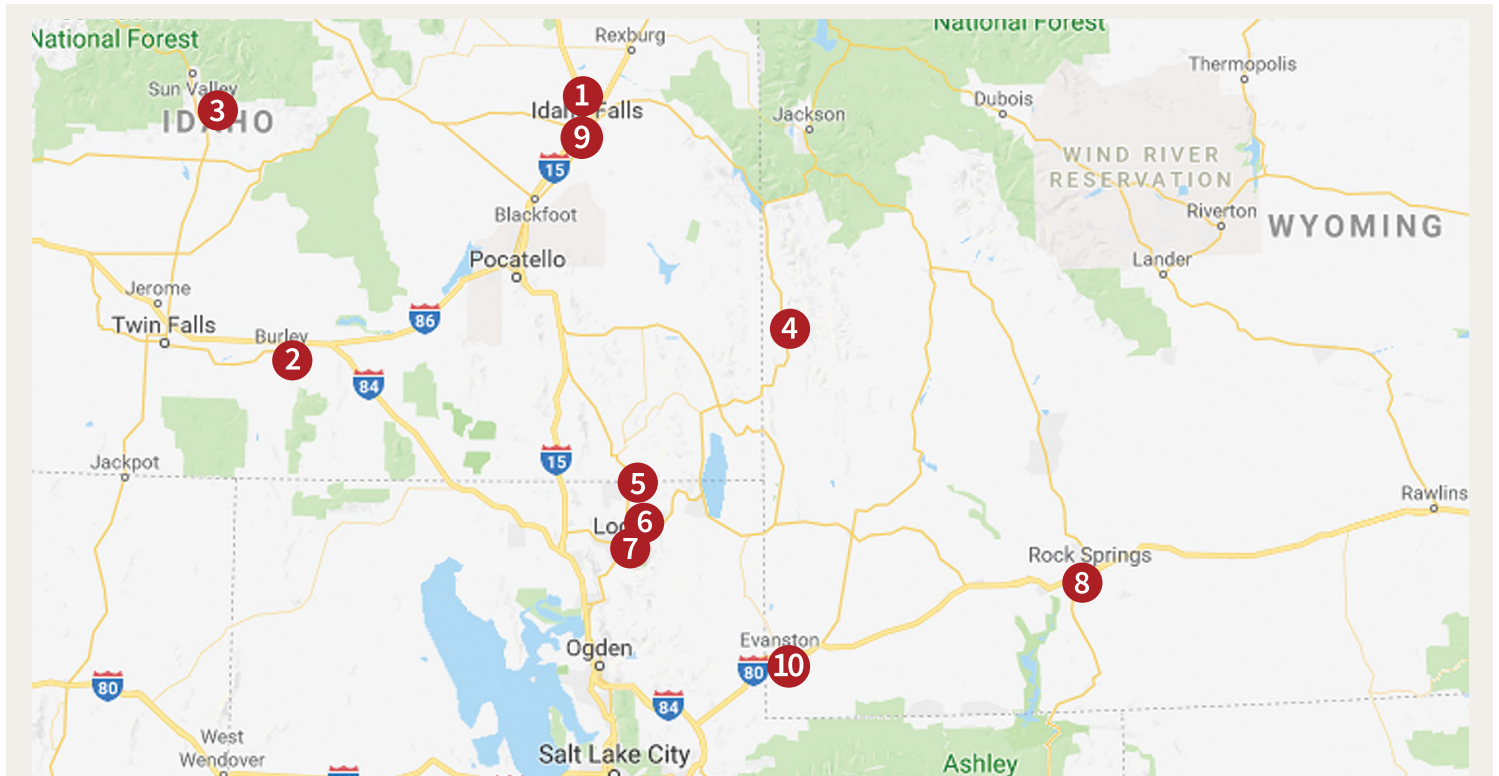☐ Other: _____

PHYSICALS

☐ Pre-Employment Physical
☐ Fit for Duty Exam ☐ Respiratory Exam
☐ Return-to-Work Evaluation
☐ Other: _____

Other: ___Use Company Specific Account in eScreen___

Locations

Great, Affordable Care Near You

More Locations Coming Soon!

1 Idaho Falls
740 S. Woodruff Ave
Idaho Falls, Idaho 83401
208-542-9111

2 Burley
1404 Pomerelle, Suite 150
Burley, Idaho 83318
208-878-8783

3 Hailey
507 S. Main Street
Hailey, Idaho 83333
208-788-4122

4 Star Valley
47 Doc Perkes Road
Afton, Wyoming 83110
307-885-3637

5 Richmond
700 US-91
Richmond, UT 84333
435-294-3215

6 North Logan
630 E. 1400 N., Suite 150
Logan, Utah 84321
435-915-4465

7 South Logan
1201 S. Main, Suite 110
Logan, Utah 84321
435-787-8504

8 Rock Springs
2761 Commercial Way
Rock Springs, WY 82901
307-382-3064

9 South Idaho Falls
7017 South Daisy Lane,
Idaho Falls, ID 83402
208-534-5878

10 Evanston
1952 Harrison Drive Suite #1
Evanston, WY 82931
307-288-0404