Clinical Placement Requirements

Frequently Asked Questions

Nursing Education requires completion of hours in a clinical hospital setting. Clinical placement works in conjunction with classroom-based coursework to provide a supervised and structured, hands-on learning experience for a participating clinical affiliate. During a clinical placement, you will be supervised by a clinical adjunct faculty member.

1. What does my Castlebranch compliance mean?
Castlebranch compliance means to adhere to regulations, standards, and guidelines required by the Nursing Department and the partnering hospital clinical facilities.

2. Will I be given reminders when I have an approaching due date or when something is overdue?
Castlebranch send reminder emails 60 days, 30 days, and 21 days before the required due date. At 21 days, a prompt will be available to upload your documents. It is your responsibility to monitor the status of your Castlebranch account and for submitting our documents on time.

3. What happens if I am out of compliance?
The Nursing Department generates weekly reports. Students not in Castlebranch compliance will not be permitted to attend clinicals. Being out of compliance could jeopardize your successful progression in the nursing program, thus the importance of responding to alerts and submitting appropriate documentation. Failure to comply and/or maintain the required documents will prevent you from attending your clinical placement and impede your progress in the program.

4. When should I take my drug test each semester?
The Nursing Department will provide a date range when you must take the drug.

5. What is the process for a drug test?
Once you establish your Castlebranch account, you can register you to take your test at a lab in your area. Castlebranch will communicate your registration information within your account or via email. You will be responsible for scheduling your appointment at the designated collection site and providing your registration information at the time of collection.

6. What do the tracker definitions in Castlebranch mean?
"Compliant" is displayed as a temporary status of completion when you have completed all current requirements on or before their due date. To remain compliant, you must respond to each requirement on or before its due date.
"Incomplete" is displayed when you have 21 days before your requirement is due. You cannot upload your document until the "Incomplete" prompt appears.
"Overdue" is displayed when your requirement is passed the due date. You will receive weekly emails from Castlebranch until the requirement is submitted.
"In Process" is displayed after you click submit. Your document will show "In Process" until the upload is complete.
"Pending Review" is displayed while your uploaded document waits for Castlebranch to review it. The average turnaround time for Castlebranch to review and process documents is 3–5 days. However, some results may take longer to complete, and the order will remain "In Process" until it's finished.

"Complete" is displayed when your document is accepted. The status will generate a green check.

"Rejected" is displayed in red on your To-Do-List when your document is not accepted. You will also receive an email and a message in your myCB account explaining the rejection.

7. **Why was my document rejected?**

See examples below:
   a. Your document does not include your name
   b. Your document was not signed by either you or your health provider
   c. Your document is not the requested document
   d. Your document is missing pages or not signed
   e. Your document is blank or illegible
   f. Your upload did not include lab reports
   g. Your document is missing collection dates

8. **What must I do if my document is rejected?**

If your document is rejected, do the following:
   a. Review the rejected reason and take the appropriate action.
   b. Contact a Castlebranch Support Representative (888-723-4263).
   c. Contact the Clinical Placement Specialist within the Nursing Department.

9. **Can I submit more than one document to a requirement?**

No. You must merge your documents before uploading.

Still have questions?

Contact Ms. Drake, Clinical Placement Specialist at pamela.drake64@citytech.cuny.edu or 718-260-5938.