

With questions about clinical requirements, Complio, etc., please reach out to Bambi Mroz in the Department of Allied Health Sciences at [bambi.mroz@uconn.edu](mailto:bambi.mroz@uconn.edu) or (860)486-0013. If you have questions or concerns related to background checks or drug screenings and the impact of any flags on your ability to complete clinical rotations, please reach out to the UConn Clinical Case Manager by e-mail at [clinicalcasemanager@uconn.edu](mailto:clinicalcasemanager@uconn.edu).

## Introduction

Clinical compliance requirements are designed to keep everyone safe in a healthcare setting—patients, visitors, providers, and technicians. They can include things like immunizations and screenings, background checks, required trainings, forms and attestations, and more. Requirements may come from UConn policies, clinical site policies, and/or clinical affiliation agreements between UConn and clinical sites. These requirements can change at any time. Note that these clinical requirements are in addition to any internship or other paperwork you may need to complete in order to receive course credit for your experience.

**Planning ahead is essential! You will not be able to begin or continue a clinical experience if you have not met all clinical compliance requirements.**

## Getting Started – Two Platforms



**Complio** is the online criminal background check, drug screening, and compliance tracking product used by all of UConn's clinical programs. It's your one-stop site to check your compliance in all areas, get reminders to update your compliance documents, and even share your compliance records with clinical sites and future employers. You will retain access to all your documents forever, even after you complete your academic program at UConn.



The Department of Allied Health Sciences also uses **CoreELMS**, an online platform that manages clinical placement scheduling, evaluations, and clinical requirements. This is where you will be able to access your rotation schedule and preceptor information, view site-specific compliance requirements and forms, complete preceptor/site evaluations, and view evaluations your preceptors complete about your performance. This is also where you will track your hours (if required), log absences, etc. Once you're notified that your account is active, access your CoreELMS account by visiting <https://www.corehighered.com/sso/uconn> and entering your UConn NetID and password. Separate documentation about CoreELMS will be provided.

## Setting Up Your Complio Account

To get started with Complio, follow these basic steps:

1. Visit <http://complio.uconn.edu> and log-in with your UConn NetID and password. Do not register using other credentials!
2. Click "Get Started" to begin setting up your Complio profile with your basic information.
3. After you save your profile details, you'll be taken to your Complio home screen where you can see your past orders, create a new order, share your profile, view video tutorials, etc.

### Need help with Complio?

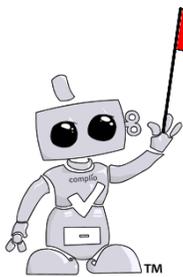
On every Complio page, there's a "Chat with an Expert" button where you can get help and submit a trouble ticket. Also try searching the knowledge base, watching a helpful tutorial video!

## Placing an Order

Once you've set up your Complio profile, you're ready to place your order! Follow these steps to ensure that you select the appropriate options for your academic program:

1. Click "Place Order," select "Dietetics" as your program, and select "Dietetic Internship" as your student type.
2. Click "Load Packages."
3. Unless otherwise instructed by your Program Director, choose "University of Connecticut Tracking Package" for \$15.00. This will get you 12 months of immunization/compliance document tracking.
4. **When instructed in July, you will then order the items below. *Note that if you order these earlier than instructed, you will have to purchase new items at your own expense.***
  - a. Basic Background Check (Note: Fees can vary depending on where you have lived in the last seven years as some states require additional background check fees; additional fees will also apply if you have lived internationally within the last seven years)
  - b. FACIS Level 3
  - c. 10-panel Drug Screen
5. When ordering Background Check/Drug Screen items:
  - a. Select items as instructed, click "Next," and fill in all required information. ***Please make sure to enter your correct social security number or you will have to pay for a second background check.***
  - b. Click "Next" to begin the process of reviewing and electronically signing the required disclosures.
  - c. Review your order information – ***You will not be able to change your order or your personal information after you have advanced beyond this step*** so please make sure everything is accurate!
  - d. Click "Next" and then "OK" to proceed to the payment screen.
  - e. Select your payment method for each piece of the order, enter required information, and click next.

Complio will complete your background check within a few days, and the results will automatically port over to your account checklist. Should you ever have to complete a drug screen for an assigned site, you will follow the same procedure as above to order the additional item(s) as instructed by your Program Director.

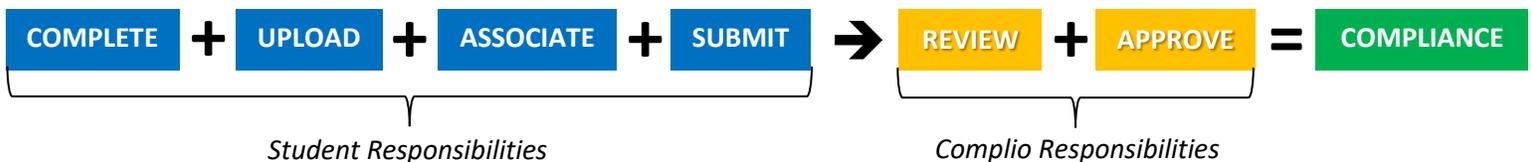


## Background Check/Drug Screen Flags

You will be notified by Complio with the results of your background check and/or drug screen (if applicable). The Program Director and Department admin staff only see red flags, not the cause of those red flags. If you have a flag on your background check or drug screen, you should reach out to UConn's Clinical Case Manager ([clinicalcasemanager@uconn.edu](mailto:clinicalcasemanager@uconn.edu)) to begin the process of resolving the flag with Complio and potentially with UConn, depending on the nature of the flag.

## The Road to Compliance

*Remember: It isn't enough to complete the requirement...you must also upload appropriate documentation into Complio and associate the document(s) to the correct requirement for review!*



## Compliance Requirements

1. **Required Program Forms – All can be completed electronically within Complio!**
  - a. Personal Property Waiver
  - b. Medicare Exclusion Waiver

- c. Employer Release Form
- d. Student Clinical Placement Authorization/Consent for Review & Disclosure Form
- e. Photo/Information Release

## 2. Required Hartford Hospital Documents

- a. Academic Affairs Immunization Documentation for Internships
- b. Confidentiality Agreement
- c. HIPAA Quiz
- d. Proof of Off-Campus Influenza Vaccination (you will complete this apart from Complio)

## 3. CPR Certification – Every two years, you must submit proof of *one* of the following CPR certifications:

- a. ARC (American Red Cross) BLS For Healthcare Providers CPR Certification
- b. AHA (American Heart Association) BLS For Healthcare Providers CPR Certification

## 4. Health Insurance Card – Front and back showing valid health insurance coverage

## 5. Physical Examination Form – completed and signed by your healthcare provider

## 6. Tuberculosis – Annually, you are required to submit proof of *either* a negative two-step PPD (one PPD within the past 12 months and one within 30 days of your internship start date) or QuantiFERON/T-Spot blood test. If any test is positive, you will be required to submit a negative chest x-ray. If you have previously been vaccinated against TB, please choose a blood test option.



## Immunization Compliance Requirements

For most requirements, it is not enough to show that you have received the required immunization. You must demonstrate *proof* of immunity via a positive titer. In some cases, you may be required to get a booster dose of an immunization and then re-titer. You can get immunizations and/or titers at your regular healthcare provider or at UConn Student Health & Wellness. If you have allergies or other conditions which may interfere with your ability to receive immunizations, you may be able to apply for an exception to

specific requirements. Always discuss concerns with your healthcare provider.

1. **Influenza** – Record of receiving a flu shot between September 1 and March 31. (*No titer required!*)
2. **Tetanus** – Record of current Tdap vaccination within 10 years (*No titer required!*)
3. **Measles, Mumps & Rubella (MMR)** – Typically, you will have received two doses of the MMR vaccine as a child and may also have had a two-vaccine booster prior to entering college. To prove immunity, you will follow the following steps:
  - a. Have your healthcare provider perform a titer for each (measles, mumps, rubella). Upload results to Complio. If all titers are positive, you're all set!
  - b. If one or more of your titers are negative, you will need to get one or two MMR boosters and then re-titer for those immunities. Upload all documents to Complio. If re-titer(s) are positive, you're all set!
  - c. If your re-titer(s) remain negative, you will be considered a "Non-Responder" for this immunization. Your healthcare provider will have to submit a non-responder letter, which you will upload to Complio.
4. **Varicella** – Typically, you will have received a varicella vaccine as a child, perhaps at the same time as your MMR series. To prove immunity, follow the following steps:
  - a. Have your healthcare provider perform a titer. If it is positive, you're all set!
  - b. If your varicella titer is negative, you will need to get a booster and then re-titer. Upload all documents to Complio. If your re-titer is positive, you're all set!

- c. If your re-titer remains negative, you will be considered a “Non-Responder” for this immunization. Your healthcare provider will have to submit a non-responder letter, which you will upload to Complio.
- 5. Hepatitis B** – To be compliant, you must demonstrate immunity for Hepatitis B through a positive titer. You can become temporarily compliant by beginning the 3-dose Hepatitis B vaccination series and remaining on schedule, uploading appropriate documents to Complio each step of the way.
- a. If you have had a complete Hepatitis B vaccination series in the past, have your healthcare provider perform a titer. If it is positive, you’re all set!
  - b. If you have never had the Hepatitis B vaccination series or your titer is negative, you will need to begin the Hepatitis B series/repeat series.
  - c. After Dose 1, you will be temporarily compliant for eight weeks, during which you are required to have Dose 2. After Dose 2, you’ll be temporarily compliant for sixteen weeks, during which you are required to have Dose 3. After Dose 3, you’ll be temporarily compliant for eight weeks. Your healthcare provider will schedule your doses at a medically appropriate interval.
  - d. You should re-titer within 2 months after Dose 3. If your titer is positive, you’re all set. If it is negative, you will be considered a “Non-Responder” for this immunization. Your healthcare provider will have to submit a non-responder letter, which you will upload to Complio.

## Documentation Requirements



For each requirement, you will need to upload proof that you have meet the requirement criteria and associate the document with the appropriate requirement. If a document contains pertinent information related to more than one requirement, you can associate the document with more than one requirement. Similarly, if you have multiple documents pertaining to one requirement, you can associate them all with the appropriate requirement.

### In general, uploaded documents:

1. Must include your name, the date, and the name of your healthcare provider
2. Must be fully clear and legible (though they do not have to be perfect)
3. Can be scanned JPGs or PDFs, documents printed/saved as PDFs, or photos taken directly with your smartphone
4. Should be named so that you (and admin staff) can tell files apart (ex: MeaslesTiter.jpg and not Image1.jpg)
5. Include lab results (not just determinations like positive or negative) where appropriate. You will need to pay attention to the information provided to you by your healthcare provider as not all reports will contain required details.

## Uploading Documents & Associating them with Requirements

After placing your order, you’ll need to upload your immunization documents. Start by navigating to your Complio home screen and then follow these steps:

1. Click on the Immunization/Compliance tab at the top.
2. Find your desired compliance category.
3. Click “Enter Requirements.”
4. Select the specific requirement you’re fulfilling (some categories will have multiple requirements).
5. Enter the date of the document/lab report (not necessarily the current date).
6. Choose previously uploaded document(s) from the list or upload new document(s) and click submit.



Submitted documents will be reviewed by Complio staff. You’ll be notified if your document is missing information or does not meet the requirement. Check your overall compliance status by looking at the top of your home screen. If you need to request an exception or have a question, contact Bambi Mroz ([bambi.mroz@uconn.edu](mailto:bambi.mroz@uconn.edu)).