

## Immunization Frequently Asked Questions

### 1. Why do I have to provide proof of immunization or immunity to MCPHS?

State law and MCPHS University policy require that you and all students receive certain vaccinations in order to protect the health and safety of others with whom you and they will come in contact. You must report your records because you are required to verify compliance with MCPHS' Immunization Policy, and MCPHS must comply with its enforcement obligations under Massachusetts and New Hampshire law.

### 2. Where can I find MCPHS's immunization policy?

For your convenience, MCPHS's immunization policy is available on the University's [website](#), in the [MCPHS Catalog](#) and the [MCPHS Student Handbook](#).

### 3. Why do I have to be compliant with the immunization policy by the first day of the semester?

MCPHS must monitor the immunization compliance of almost 7,000 students and has decided for administrative reasons that the deadline for compliance is the first day of classes. If you are not compliant on the first day of the semester, you risk being administratively withdrawn from the University.

### 4. How do I report my immunizations to MCPHS?

MCPHS utilizes an online document management system operated by CastleBranch, which is a company that works with schools nationwide, to track student immunization compliance. Every student attending MCPHS for the first time must establish and maintain a password-protected account with CastleBranch regarding his or her immunization compliance.

### 5. Where do I go to obtain my proof of immunity or immunization records ?

The best resources for your immunization records are:

- 1) your primary care provider (PCP);
- 2) your pediatrician; and
- 3) [your state's immunization information system](#) (IIS). An IIS is a statewide immunization registry that doctors and public health clinics use to save and update vaccination records.

If you are unable to do this, many hospitals, clinics and pharmacies provide medical advice regarding immunizations and proof of immunity. It is up to you to identify a health care provider or facility that provides these services. For your convenience, there is a list of pharmacies near the three MCPHS campuses at the end of this document. MCPHS recommends that students call ahead to ensure the pharmacy / healthcare provider / clinic provides the services that you need.

### 6. Do I have to use CastleBranch to report my proof of immunity or immunization records to MCPHS? Can I send my records directly to MCPHS?

Do ***not*** mail, fax, email or otherwise deliver your health records to MCPHS. The University will ***not*** transfer them to CastleBranch. In order to be in compliance, you must create a profile with CastleBranch and submit your records directly to your MyCB profile.

### 7. Why do I have to pay CastleBranch a fee to establish my profile?

This is a one-time fee that MCPHS negotiated with CastleBranch to maintain each student's account. Your account will remain available to you with online access both during and after your tenure as a student at MCPHS.

**8. How do I establish my password-protected account with CastleBranch in order to report my records?**

The MCPHS Immunization Office will send an email to either your personal email address and/or to your [@stu.mcphs.edu](mailto:@stu.mcphs.edu) email address containing a "package code" specific to your MCPHS academic program, e.g., nursing, physical therapy, etc. Once you enter your package code into the CastleBranch program and establish your account, you will have access to a description of all of your immunization requirements as well as the steps to upload the required documentation to CastleBranch.

**9. Who will have access to my password-protected account?**

You, professionals at CastleBranch who review the information you submit in order to ascertain if what you have submitted is adequate evidence of compliance, and authorized officials at MCPHS who are required to monitor student compliance.

**10. Do the records I submit to CastleBranch have to be in English?**

Yes. All records submitted to CastleBranch **must** be in English. Students are responsible for having their records translated into English **prior** to submitting them to CastleBranch. Records submitted in a language other than English will **not** be considered by CastleBranch for compliance. To assist you, ask your PCP or healthcare provider to fill out one of the MCPHS Immunization Forms (Form A or Form B, depending on whether you have Clinical Requirements). When properly filled out and signed by a health care practitioner such as an MD, PA or NP, these forms can be uploaded to your MyCB To-Do List as an official immunization record for review by CastleBranch staff. Remember – the MCPHS form might not list all your requirements and you may need to supplement it with additional records.

**11. What do I do if I am unable for some reason to complete my CastleBranch To-Do List requirements before the first day of the semester?**

You should make every effort to complete your To-Do List requirements before the start of the semester. If you are not in compliance on the first day of the semester, you risk being administratively withdrawn from the University. However, if you are unable to obtain complete and acceptable records prior to the start of the semester, you should arrange to obtain these as soon as you arrive at school. Again, it is up to you to identify a place or a service where you can seek medical advice regarding proof of immunity. Many hospitals, clinics and pharmacies provide these services. Again, non-compliant students risk being administratively withdrawn from the University. (See the list the end of these FAQ's for a list of health care providers in the vicinity of MCPHS campuses.)

**12. If I was admitted to MCPHS in the weeks just before the start of the semester and did not have time to complete my CastleBranch To-Do List requirements before arriving at school, will I be penalized?**

You should make every effort to complete your CastleBranch To-Do List requirements before the start of the semester. However, if you were admitted shortly before the beginning of the semester and just sent in your deposit and did not have sufficient time to address your To-Do List before the start of the semester, you should make arrangements to do so as soon as possible after the beginning of the semester. It is up to you to identify a place or a service where you can seek medical advice regarding proof of immunity. Many hospitals, clinics and pharmacies provide these services. If your To-Do List is not completed within two weeks of the beginning of the semester, you risk being administratively withdrawn from the University. Additionally, you may be unable to participate in clinical rotations or other activities with patient contact, which may negatively impact progression in your academic program.

**13. I submitted proof of a vaccination to CastleBranch and it was rejected. Why?**

If one of your submissions has been rejected, CastleBranch will have provided you with an explanation of why it was rejected in an email to you. You will also find the explanation for the rejection by signing into your MyCB profile. For example, your document is too fuzzy to read, or your full name is missing, or your upload was not successful. There are many reasons why submitted proof of immunity or immunization record might be rejected.

**14. What's the difference between CastleBranch and CoVerified? Do I have to upload my records to both?**

CoVerified is an app used by the University to verify COVID-19 protocol compliance with regard to student, faculty, and staff access to campus buildings. CoVerified is managed by the COVID-19 Team, not the Immunization Office, and is **only** for COVID-19 records. CastleBranch is the platform by which you show proof of immunity by vaccine or titer to **all** your immunization requirements. You must upload your COVID-19 vaccine primary series and booster vaccination records to both CoVerified and CastleBranch.

**15. What do I do if CastleBranch rejects one of my records?**

If a record was rejected by the CastleBranch review team, you must check the reason (see FAQ #14 above) and take the necessary steps to correct the problem. When you have resolved the issue with your record, go to the requirement in your MyCB, and you will see the option to upload new documentation and follow the instructions just like the first time you submitted to that requirement. You do not have to contact the CastleBranch Customer Experience Team to replace a rejected record.

**16. Do I have to get a flu shot?**

Not all students are required to get a flu shot. Please read the [MCPHS Immunization Policy](#) carefully to determine if you are in a program that requires it. However, MCPHS encourages all its students to obtain a flu shot as soon as they become available. There are many widely advertised opportunities to receive the flu vaccine when that vaccine becomes available each fall.

**17. What do I do if I can't get a flu shot before the first day of the semester?**

If you have a requirement for an annual influenza vaccination, you must receive a flu shot annually during the flu season as soon as the vaccine becomes available in the fall, typically the vaccine is available in September. You must also document this annually in your CastleBranch account by submitting the written confirmation that you will receive when you get your flu shot. You will not be penalized on the first day of classes if you have not yet gotten a flu shot if the flu vaccine is not yet available. There are many widely advertised opportunities to receive the flu vaccine when that vaccine becomes available in the fall.

**18. I submitted proof of my flu shot from last year but CastleBranch rejected it. Why?**

Each year the flu shot is specifically formulated in anticipation of the influenza virus types and subtypes predicted to be prevalent during a particular flu season. Therefore, if your program requires a flu vaccine, you must get the new flu vaccine each year when it becomes available sometime in the fall.

**19. What if I haven't completed my Hepatitis B immunization series by the first day of the semester?**

If you have not completed your Hepatitis B immunization series by the first day of the semester, you will not be penalized. However, you must have begun the Hepatitis B immunization series, submitted the evidence to CastleBranch, and be scheduled to complete the series. Additionally, until you have completed the Hepatitis B series, you may be unable to participate in clinical rotations or other activities with patient contact, which may negatively impact progression in your academic program.

**20. Some of the immunization requirements state that “laboratory evidence of immunity is required.” What is “laboratory evidence of immunity?” What is a “titer?”**

“Laboratory evidence of Immunity” requires your obtaining a record of a “titer” (or “titre”), which is a way of expressing the strength or concentration of a substance in a solution. Testing titers are done through a blood test that can identify the presence of antibodies induced by vaccinations, becoming ill and recovering from the infection, having been exposed to the infection, or a combination of the above. If the levels are satisfactory, the person is considered to have protective antibody and is considered to be sufficiently immune to the disease. Titer tests do not distinguish between antibodies generated by vaccination and those generated by natural exposure to disease agents through infection. Most conventional medical personnel agree that when an adequate antibody titer is present, the person is considered immune. Antibody titer tests are not accepted for COVID-19.

**21. What do I do if I cannot receive a required immunization because of a medical reason?**

If you have a medical reason why you cannot receive a specific immunization, have your health care provider write a letter (on official letterhead with a signature) certifying that the provider has personally examined you and is of the opinion that your health would be endangered by the immunization. Then, fill out the [MCPHS Student Vaccine Exemption Request Form](#), and scan the form and the health care provider’s letter into one .pdf document. Upload the file to MyCB under the requirement’s tab in your To-Do List.

After you upload your request to MyCB, it will be rejected by CastleBranch because only the MCPHS Immunization Office can grant exemptions. When you receive the notice of rejection from CastleBranch, contact the MCPHS Student Immunization Compliance Office at [immunization@mcphs.edu](mailto:immunization@mcphs.edu) or by telephone at 617 735-1105. Your request for an exemption will then be reviewed by MCPHS and the status of your request will appear in your MyCB.

**22. What do I do if I have a sincerely-held religious belief and for that reason I cannot receive a required immunization?**

If you have a sincerely-held religious belief that prevents you from being administered specific vaccine(s), you may request a religious exemption by filling out an [MCPHS Student Vaccine Exemption Request Form](#) and uploading the file to MyCB under the requirement’s tab in your To-Do List.

After you upload your request to MyCB, it will be rejected by CastleBranch because only the MCPHS University Immunization Office can grant exemptions. When you receive the notice of rejection from CastleBranch, contact the MCPHS University Student Immunization Compliance Office at [immunization@mcphs.edu](mailto:immunization@mcphs.edu) or by telephone at 617 735-1105. Your request for an exemption will then be reviewed by MCPHS and the status of your request will appear in your MyCB.

**23. Are immunization waivers available, and if so, for which requirements?**

A waiver is only available for the Meningococcal vaccine requirement. Your Meningococcal requirement in your MyCB has three tabs that you must engage with to either upload proof of immunization or submit the waiver and complete the requirement. Please note that MCPHS does not control the immunization requirements of clinical sites, which may require the Meningococcal vaccine.

**24. What do I do if I don’t receive an email telling me how to set up my CastleBranch account?**

Please be sure to check your personal and MCPHS email accounts carefully for this information. If you have not received an email from the MCPHS Immunization Office regarding CastleBranch within two (2) weeks after your having sent in your deposit to MCPHS, then contact the MCPHS Student Immunization Compliance Office at [immunization@mcphs.edu](mailto:immunization@mcphs.edu) or by telephone at 617 735-1105. Please do not contact the Immunization Office unless and until you have checked both your personal

and MCPHS email inboxes, including all spam folders, for this information. Please do not call the Admission Office or the Registrar with CastleBranch account inquiries.

**25. What do I do if I don't know the "package code" required to set up my CastleBranch account?**

Please check your personal and MCPHS email inboxes carefully for an email from the MCPHS Immunization Office for this information, including all spam folders. After doing so, and if at least two (2) weeks have passed since you sent your deposit to MCPHS, please contact the MCPHS Immunization Office at [immunization@mcphs.edu](mailto:immunization@mcphs.edu) or by telephone at 617-735-1105.

**26. What do I do if my "package code" for CastleBranch doesn't work or if I can't log onto CastleBranch?**

If you experience technical issues with the CastleBranch platform such as with logging on, uploading, removing documents, etc., then please contact the CastleBranch Customer Experience Team at 888.723.4263 or [customerservice@castlebranch.com](mailto:customerservice@castlebranch.com). Student Support Representatives will be available Monday – Friday, 8 a.m. to 8 p.m. EST. You can also go to your MyCB home page during these hours, click on "Contact Us," click on the student tab and "Live Chat" to chat online with a CastleBranch representative.

If you are switching programs or are entering a graduate program, then you will need a new package code. Please contact Annie Ponterdolph, the MCPHS University Student Immunization Compliance Officer at [immunization@mcphs.edu](mailto:immunization@mcphs.edu) or by telephone at 617-735-1105 to receive your new code.

**27. What do I do if I am unclear about how to upload my documents to CastleBranch?**

To receive assistance for uploading documents to your account, please contact the CastleBranch Customer Experience Team at 888.723.4263 or [customerservice@castlebranch.com](mailto:customerservice@castlebranch.com). Student Support Representatives will be available: Monday – Friday, 8 a.m. to 8 p.m. EST. You can also go to the CastleBranch.com home page during these times, click on "Contact Us," click on the student tab and "Live Chat" to chat online with a CastleBranch representative.

**28. Are my files at CastleBranch secure?**

Specific information about the security measures in place on the CastleBranch website is available at <https://discover.castlebranch.com/privacy-policy/>

**29. For how long after I leave MCPHS will my online access to my CastleBranch immunization records be available?**

After leaving MCPHS, you will be able to maintain access to your CastleBranch profile indefinitely. Please contact the MCPHS Student Immunization Compliance Office at [immunization@mcphs.edu](mailto:immunization@mcphs.edu) or by telephone at 617 735-1105 to regain access to your MyCB profile.

**30. Who do I call if I have questions about the immunization policy?**

First, read these FAQs, refer to the [MCPHS Immunization Policy](#), and contact CastleBranch with any questions. Most, if not all, of your questions and issues will be resolved by doing so. If you have a matter that CastleBranch cannot address, then for:

- **State Requirements** – email the MCPHS Student Immunization Compliance Office at [immunization@mcphs.edu](mailto:immunization@mcphs.edu) or call 617 735-1105;
- **Clinical Requirements** – contact your Clinical Coordinator; and for
- **COVID-19 Requirements** – Visit the [COVID-19 Information Center](#)

## IMMUNIZATION SITES

Students should call the pharmacy or healthcare provider from whom they wish to obtain an immunization in advance to ensure that the required vaccines are administered and in stock. Additionally, students are strongly encouraged to bring a copy of their immunization records to their appointment.

| <b>BOSTON</b>  |  |   |  |
|--|--|---|--|
| CVS Pharmacy<br>231 Massachusetts Avenue<br>Boston, MA 02115<br>(617) 266-6775     | CVS Pharmacy<br>240 Newbury Street<br>Boston, MA 02116<br>(617) 236-4007           | CVS Pharmacy<br>400 Tremont Street<br>Boston, MA 02116<br>617-542-2107  | Walgreens<br>1630 Tremont Street<br>Roxbury Crossing<br>Boston, MA 02120<br>(617) 232-5457 |
| CVS Pharmacy<br>350 Longwood Avenue<br>Boston, MA 02115<br>(617) 731-5753          | CVS Pharmacy<br>587 Boylston Street<br>Boston, MA 02116<br>(617) 437-8414          | Walgreens<br>841 Boylston Street<br>Boston, MA 02116<br>(617) 236-1692  | Optum Student Health<br>578 Huntington Avenue<br>Boston, MA 02115<br>(617) 879-5220        |
| CVS Pharmacy<br>1249 Boylston Street<br>Boston, MA 02115<br>(617) 262-1354         |  |   |  |
| <b>WORCESTER</b>   |  |   |  |
| CVS Pharmacy<br>110 Front Street, Suite 102<br>Worcester, MA 01609<br>508-752-6001 | Walgreens<br>220 Grafton Street<br>Worcester, MA 01604<br>508-755-4196             | Walgreens<br>320 Park Avenue<br>Worcester, MA 01610<br>508-767-1732     | Walgreens<br>937 W. Boylston Street<br>Worcester, MA 01606<br>(508) 856-7901               |
| CVS Pharmacy<br>256 Lincoln Street<br>Worcester, MA 01605<br>508-791-2570          | CVS Pharmacy<br>44 West Boylston Street<br>Worcester, MA 01608<br>508-852-0238     |   |  |
| <b>MANCHESTER</b>  |  |   |  |
| Walgreens<br>227 S. Main Street<br>Manchester, NH 03102<br>603-666-8538            | CVS Pharmacy (Target)<br>100 Quality Drive<br>Hooksett, NH 03106<br>(603) 621-0672 | Walgreens<br>1298 Hooksett Road<br>Hooksett, NH 03106<br>(603) 647-2846 | Walgreens<br>258 Wallace Road<br>Bedford, NH 03110<br>(603) 472-5847                       |
| Walgreens<br>606 Valley Street<br>Manchester, NH 03103<br>603-668-7924             |  |   |  |