

Student Guidebook

About us

Synergy Gateway is a leading provider of healthcare and compliance solutions for universities and colleges across Canada. Our school has partnered with Synergy Gateway to provide our students with services to assist them in the successful completion of their program's clinical placement requirements. This document will assist you in understanding what Synergy Gateway does, the tools they have for you to use, and how they assist you in complying with your school's clinical placement requirements.

It is important to note, that Synergy Gateway does not set the clinical requirements that your school requires, however provide students with an easy to use and convenient process to capture, store and have these requirements validated by healthcare professionals on behalf of your school.

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What are clinical placement requirements and why are they necessary?

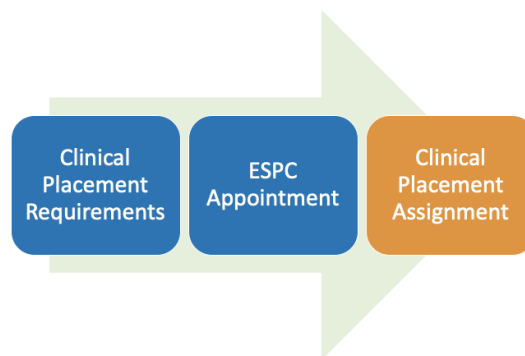
Clinical placement requirements are mandatory health and non-health related requirements necessary for a student to be assigned into a clinical practice environment by their school. Students must provide proof that they have successfully completed these mandatory requirements to ensure their safety, and the safety of those around them, while placed in a practice environment. Specific requirements are broken down by a student's school and program.

One important aspect of a school's requirements relate to a student's Health record check. Health record checks can include immunization history, vaccinations, and blood work.

Ensuring students meet their school's clinical placement requirements is mandatory for students to proceed in a chosen program.

How do I get my school's clinical placement requirements reviewed?

As per your program requirements, prior to being placed into a clinical practice, you are required to complete a mandatory pre-placement qualification process. This process is often referred to as Clinical Preparedness Permit Checking or Student Permit Checking.



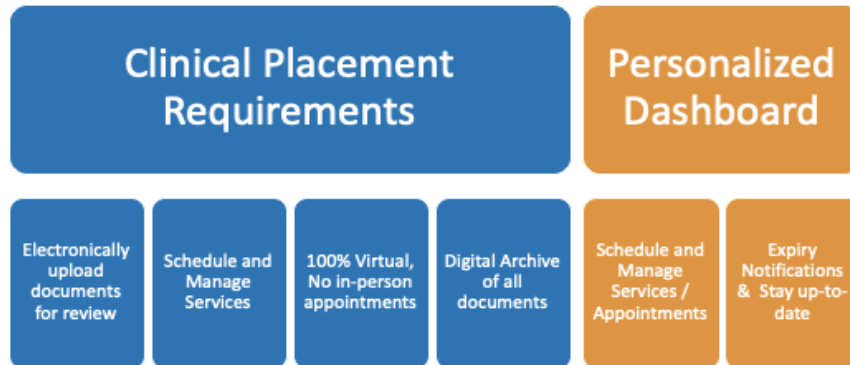
To this end, Synergy Gateway Inc. has partnered with your school to help you complete this mandatory process through our **Electronic Student Permit Checking (ESPC)** service via our Verified software platform. While your information is stored electronically so that we can protect your privacy there are actual healthcare professionals reviewing your documents and setting your status for clinical placement eligibility.

Who is Synergy and What is Verified?



Synergy Gateway is a leading expert in the area of student clinical compliance across Canada. Verified is a proprietary platform, created by Synergy Gateway, specifically designed to assist students in preparing and subsequently reviewing and validating their school's clinical placement requirements. Verified is accessed through secure username and password (login instructions are emailed to your school email account).

Verified students benefits:

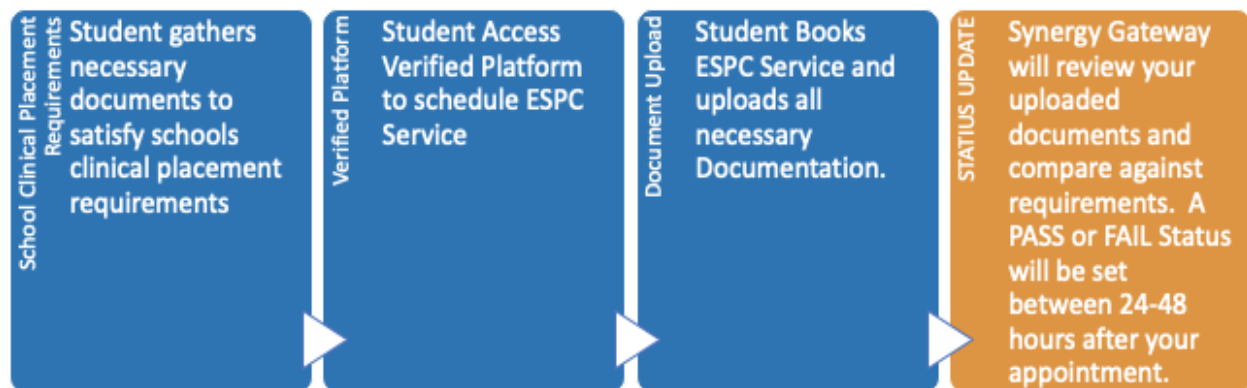


How can I access Verified?

To gain access to your Verified account, your school has provided Synergy Gateway with your basic profile information. This information has been used to create an account for you in Verified. You will have received an email prompting you to login to your Verified account and update your password. [TO ACCESS VERIFIED CLICK HERE](#)

What is Electronic Student Permit Checking (ESPC) service?

Synergy Gateway has created a proprietary software platform called “Verified” that is used by students for the purpose of digitally collecting and sharing their clinical placement requirement documents for verification. This process of digitally uploading your schools requirements and having them validated by Synergy healthcare professionals is known as ‘**Electronic Student Permit Checking**’ or ‘**ESPC**’. With the introduction of **ESPC**, Synergy Gateway has eliminated the need for you to attend an in-person appointment and allows you to upload your school’s clinical placement requirement documentation to your Verified account from your device or computer.



It is important to note that the ESPC service is mandatory and you will be required to login to your Verified account and book an ESPC appointment.

There is a cost associated with this service which is outlined during the booking process and payable at the time of booking your appointment. To ensure you are eligible for clinical placement through your school it is important that you upload all the necessary documentation as outlined by your school to your Verified account before the prescribed service deadline (information is provided to you during the booking process and through confirmation email).

Upon successful review and validation of your requirements, Synergy will assign a status to your profile up to two business days after your ESPC appointment:

PASS

indicates that you have successfully completed all of your school's clinical placement requirements and your school can proceed to assign you a clinical placement.

FAIL

indicates that you are missing requirements and must re-book an ESPC appointment following the instructions provided to you by Synergy. Please note, there is a cost associated with a re-booking of an **ESPC** appointment which is at a reduced cost.

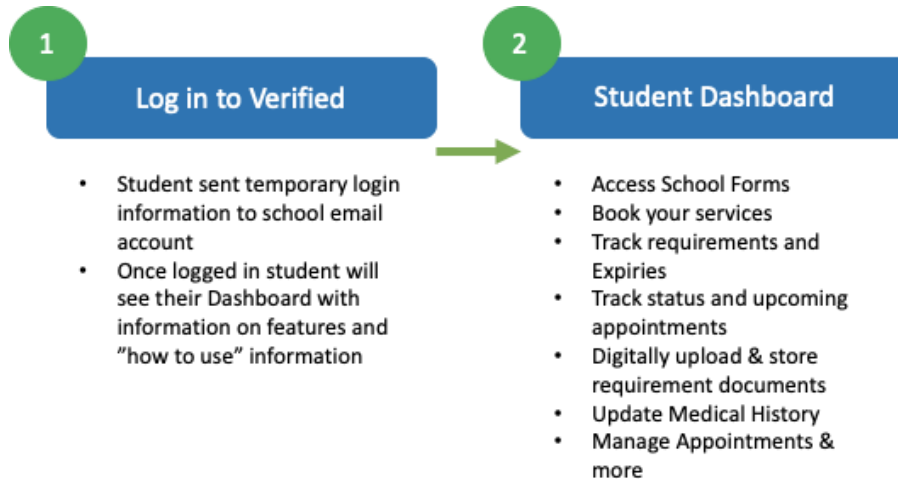
Helpful Hints:

Before you book your ESPC Appointment:

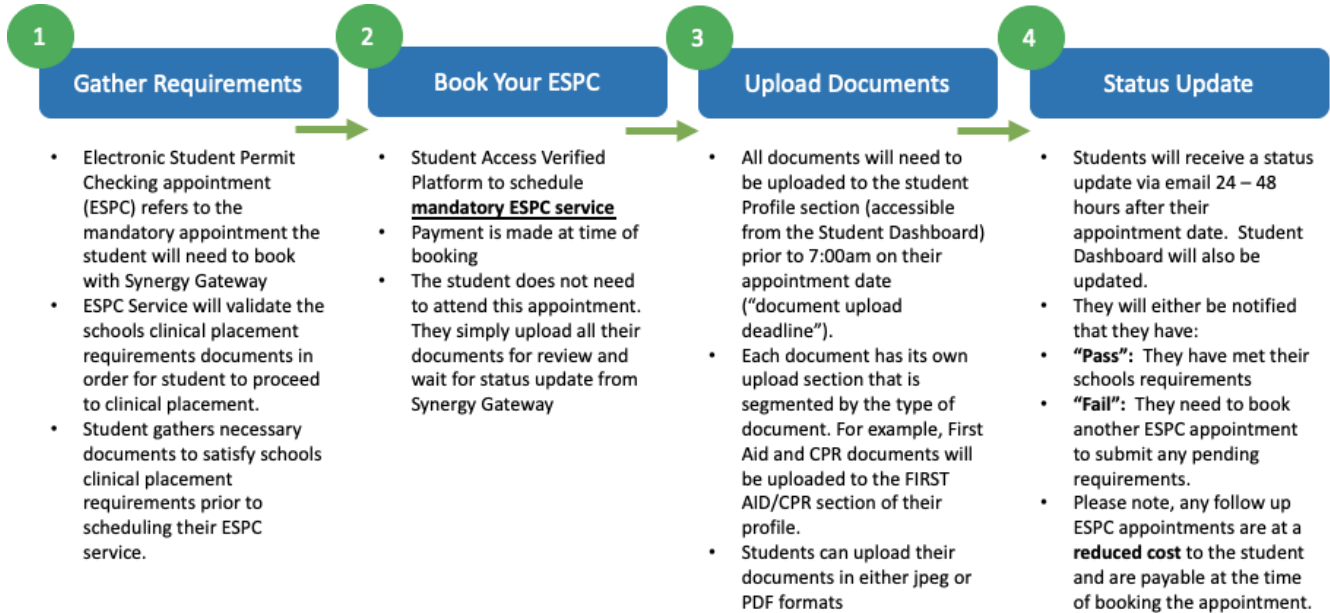
- Confirm that you have received login credentials for Verified. This information has been emailed to the email address associated with your Verified profile. If you cannot locate this information in your general inbox, then please check your junk/spam folder. If you still are unable to locate your login credentials, please open a Help Desk ticket by visiting: www.synergyhelps.com
- Know when your clinical start dates are so that you can book your ESPC appointment accordingly.
- Make sure you have reviewed what your clinical placement requirements are and have planned out when and how you will be completing them. It is important to remember that some requirements may take an extended time to complete. Refer to your schools forms and please plan accordingly.

Verified ESPC Student Journey

Step 1: Logging into your Dashboard



Step 2: Electronic Student Permit Checking (ESPC)



What is the Synergy Help Desk?

Synergy Gateway has created the Synergy Gateway Help Desk, a proven solution that supports thousands of student inquiries. The help desk is a great line of communication between the student and the Synergy Gateway team. Students also have access to our knowledge base centre, which includes common questions and inquiries. To access the help desk - [CLICK HERE](#) or follow this URL: www.synergyhelps.com