

HOSPITAL SETTING ONLY*

| Required Action Steps | Supplemental Guidance |
|--|--|
| Identification | |
| 1. Notify unit/department manager of patient care area where patient is being treated of suspected abuse or neglect, other than by accidental means: <ul style="list-style-type: none"> Based on personal observation Based on statements made by the child or elder patient | Refer to the relevant Job Aids to determine indicators: <ul style="list-style-type: none"> Common Indicators of Child Abuse and Neglect Common Indicators of Elder and Disabled Adult Abuse and Neglect Common Indicators of Domestic Violence |
| 2. Department manager or designee notifies the Integrated Care Management Department Monday – Friday, 8:00 – 5:00 p.m. After hours, weekends and holidays, contact On-Call Integrated Care Manager. | Refer to Reporting Abuse/Neglect Contact Information Job Aid. |
| 3. Emergency Departments are to call ABUSE HOTLINE after hours, weekends and holidays. At SAMC - ED is to call the Department of Social Services after hours for assistance. | Refer to Reporting Alleged Abuse/Neglect Contact Information for local Department of Social Services' phone numbers and HOTLINE (800-552-7096 in Virginia, 800-662-7030 in North Carolina). |
| Documentation | |
| 4. Document the following in your electronic documentation system: <ul style="list-style-type: none"> Name, address and phone number of anyone accompanying the victim Description of the abusive event (in the victim's own words) Medical and relevant social history, with a detailed description of the injuries, including, type, number, size, location, resolution, possible causes and explanations Physician's opinion whether the injuries were adequately explained Documentation of the victim's responses to questions about possible domestic violence Name of the agency, if the police or other victim/witness program is contacted Photographs, as deemed medically necessary. Notification of the attending physician. | <ul style="list-style-type: none"> A body chart may be used to depict location of injuries. In any case of suspected child abuse, photographs and X-rays of the child may be taken without the consent of the parent or other person responsible for such child as a part of the medical evaluation and as a part of the investigation or family assessment of the case by the local department or the court; however, such photographs shall not be used in lieu of medical evaluation. Such photographs and X-rays may be introduced into evidence in any subsequent proceeding. Physician will make any necessary changes to the treatment plan and document them in the medical record. |
| Medical Evaluation/Treatment of a Child | |
| Obtain judicial consent for treatment or diagnostic evaluation for suspected abuse, neglect or exploitation not consistent with the complaint that brought the child to the facility for treatment. | In Virginia, a child may be taken into custody for up to 72 hours without approval of the parents or guardians (up to 12 hours in North Carolina with written physician certification). See Abuse, Neglect, or Exploitation Procedure for more information. |
| Medical Evaluation/Treatment of an Adult or Elderly | |
| Obtain consent for treatment from patient or legally authorized surrogate decision-maker. | |
| Document refusal of treatment and/or request to leave. | |
| Notify unit / department manager of patient care area where patient treatment is being refused of suspected abuse, neglect or exploitation. | |
| Notify appropriate agency of suspected abuse, neglect or exploitation. | See Reporting Abuse/Neglect Contact Information Job Aid. If notifying agency by phone, it is recommended to follow up the phone call with written notification to the agency to ensure the agency is made aware of the suspected abuse, neglect or exploitation. |
| Assess patient's safety before release from the healthcare setting and document appropriately. | |