

# Guide for Medical Providers on Reporting Suspected Child Abuse and/or Neglect

## How to Make a Report:

By phone: ChildLine 1-800-932-0313  
All oral reports must be followed up with the submission of the CY 47 form.  
The CY 47 form can be found at [www.keepkidssafe.pa.gov](http://www.keepkidssafe.pa.gov) under the Resources tab.

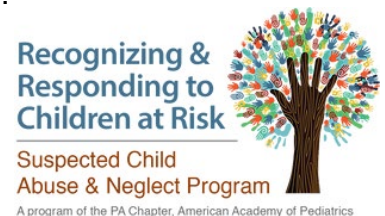
Electronically: Child Welfare Portal [www.compass.state.pa.us](http://www.compass.state.pa.us)

## What to Do:

- Provide as much contact and demographic information as possible for the child/family.
- Be specific as to why the condition or injury is suspicious for abuse and/or neglect.
- Use direct quotes for statements regarding the allegation(s), including the source of the statement. Sharing medical records and information with County Children and Youth Agencies (CCYAs) is allowed under HIPAA, without parental permission.
- Consider hospitalization of the child, in collaboration with CCYA, to assure safety and continued evaluation.
- Arrange for evaluation of siblings and/or other children in the home.
- Remain objective and document thoroughly.
- If there is immediate danger, call law enforcement.
- Ask open ended questions.

## What Not to Do:

- Ask child leading questions.
- Conduct your own non-medical investigation.
- Jump to conclusions.
- Make promises outside of your ability to fulfill.



## Pennsylvania Chapter

American Academy of Pediatrics  
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## What Happens Next?

- Law enforcement will also be notified if allegation(s) are considered criminal.
- Child abuse investigations are to be completed within 30 days. A CCYA might take up to 60 days to complete an investigation if there is a valid reason.
- Mandated reporters may be asked to testify, although this is not common.
- ChildLine will notify mandated reporters of outcomes and services provided/arranged.

## Key Resources:

- [www.keepkidssafe.pa.gov](http://www.keepkidssafe.pa.gov) PA laws, training resources, frequently asked questions
- [www.aap.org](http://www.aap.org) Policy and clinical reports on child abuse

**Reminder:** Mandated reporters are protected from civil and criminal liability when acting in good faith, and contact information is kept confidential.