

The UMass Memorial Children's Medical Center Child Protection Program is devoted to addressing issues surrounding child abuse identification, child protection and the prevention of child mistreatment in Central Massachusetts. The clinic is staffed with professionals who are dedicated to meeting the needs of children and families in a sensitive, nontraumatizing manner. The Child Protection Program staff is experienced in working cooperatively with medical providers, community agencies, law enforcement personnel and the judiciary system to assist in providing the best possible outcome for children and families.



UMass Memorial Health Care is the largest not-for-profit health care system in Central Massachusetts with more than 12,000 employees and 1,600 physicians, many of whom are members of UMass Memorial Medical Group. Our member hospitals and entities include Clinton Hospital, HealthAlliance Hospital, Marlborough Hospital, UMass Memorial Medical Center and Community Healthlink, our behavioral health agency. With our teaching and research partner, the University of Massachusetts Medical School, our extensive primary care network and our cancer, diabetes, heart and vascular, and musculoskeletal programs, UMass Memorial delivers safe, high-quality and compassionate care.

Call 855-UMASS-MD (855-862-7763) for all your health care needs.
Visit umassmemorialhealthcare.org



UMass Memorial Children's Medical Center is a "hospital within a hospital" providing comprehensive services to children throughout the region. With more than 130 medical and surgical specialists skilled in and devoted to the care of children, the Children's Medical Center offers a full range of care to infants, children and adolescents in a close-to-home environment that is sensitive and responsive to the needs of families. The Children's Medical Center is a member of the National Association of Children's Hospitals and Related Institutions, a nonprofit organization that promotes the health and well-being of children and their families through support of children's hospitals and health systems that are committed to excellence in providing health care to children. Visit www.umassmemorial.org/children for more information.

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Child Protection Program
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Tel: 774-442-6629
www.umassmemorial.org/children



Children's Medical Center

Child Protection Program



The Child Protection Program meets the needs of children and families.

Q What services are available through the Child Protection Program?

A Physical examinations, case management, advocacy and mental health referrals for children who are suspected victims of child mistreatment and their families are available.

Q Who can refer a child to the Child Protection Program?

A Referrals are accepted from custodial parents or guardians, primary care providers, emergency room personnel, Department of Children and Families, offices of the district attorneys, local police departments and community agencies.

Q How can a child get an appointment?

A To schedule an appointment, call the office at 774-442-6629, Monday through Friday, 9 am to 5 pm. Appointments can only be made by the parent or legal guardian of the child.

If there is a question as to whether or not an appointment is necessary, the referring party may wish to discuss the circumstances with a staff member. A referral from the primary care provider may be required depending on insurance.

Q How soon will the child be seen?

A Generally, appointments are offered within two weeks of the request. In certain urgent situations, arrangements can be made to have the child seen sooner.

Q Who should accompany the child to the evaluation?

A Young children should be accompanied by two adults. One adult needs to remain in the waiting area with the child while the other parent or responsible adult is completing a history with the clinic staff.

Q What does an evaluation include?

A The medical evaluation process begins with an interview where a detailed family history is obtained from the parent or responsible adult.

The process continues with a complete physical examination of the child. Parents are asked to be present in the examining room, unless the child is old enough and requests the examination be done in private. The examination is performed in a nonthreatening manner, and does not include anything that is hurtful or invasive.



Sometimes the physician may need to speak with the child alone, however, in most cases the child is not interviewed. In some cases, laboratory tests may be necessary to obtain additional information.

The process concludes with a discussion of the examination findings and recommendations with the parent or responsible adult. The child is not present during this portion of the visit and will be asked to remain in the waiting room with the other adult. The entire evaluation takes about 60 to 90 minutes.

In cases of acute sexual assault, in which an examination is completed within 72 hours of the event, a sexual assault evidence collection kit may be completed according to established protocol.



The Child Protection Program is partially supported by the Massachusetts Office for Victims Assistance through the 1984 Victims of Crime Act grant from the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice.