

Contact: Pamela Hetherington, Program Manager,  
Quality and Patient Safety for assistance 831-537-1659

**Instructions for reporting suspected neglect and/or abuse in adults 18 years and older (ages 0-17 years see information below or click here\*)**

1. Immediately call Hollister PD @ 831-636-4330 and be prepared to report victim details including:
  - a. Name, age, and gender of the individual.
  - b. Address or location where the individual can be found.
  - c. Physical and emotional condition, including any visible injuries or behavioral signs.
2. Complete form SOC 341, "Report of Suspected Dependent Adult/Elder Abuse. **SOC 341 Form (PDF)** (can be completed online or on paper.)
3. Make two copies of form SOC 341 **and** scan one into the patient's EMR. *This can be done by registration or the Medical Records department.* One copy will remain with patient chart on the unit and one copy will be provided to case management.
4. A Midas report must be filed and a copy of the SOC 341 form attached.
5. Call APS at San Benito County Department of Health and Human Services at 831-636-4190 between 8am and 5pm M-F or afterhours at 831-636-4331 (ask for on call social worker)
  - Name, age, and gender of the individual
  - Address or location where the individual can be found
  - injuries or behavioral signs
  - Fax **SOC 341 Form (PDF)** to APS at 831-637-2910
6. Document in EMR the date and time of report with the following details:
  - a. Date/Time of call to HPD and APS
  - b. Person taking call at HPD and APS
  - c. Time form completed and location of physical copy
  - d. Please **DO NOT** document in the patient EMR that a MIDAS event was completed.

\*Cases of suspected or actual child (persons age 0 – 17 yrs) abuse or neglect are filed on State of California form **BICIA 8572** and reported to Child Protective Services, Office: 831- 636-4190, Fax: 831-637-2910 following the same steps above.

Websites for filing:

[https://cdss.ca.gov/MandatedReporting/story\\_content/external\\_files/SOC341.pdf](https://cdss.ca.gov/MandatedReporting/story_content/external_files/SOC341.pdf)

[https://oag.ca.gov/sites/all/files/agweb/pdfs/childabuse/ss\\_8572.pdf](https://oag.ca.gov/sites/all/files/agweb/pdfs/childabuse/ss_8572.pdf)