

WATSONVILLE COMMUNITY HOSPITAL

# SERVICES & REFERRAL GUIDE



WE'D LOVE TO  
HEAR YOUR  
FEEDBACK



75 Nielson Street, Watsonville, CA 95076 | [watsonvillehospital.org](http://watsonvillehospital.org)

# About

This booklet provides referral information and contact details for services offered through Watsonville Community Hospital and Coastal Healthcare.

This referral guide was created in support of Watsonville Community Hospital's mission to provide high-quality, coordinated care to our community. By clarifying referral pathways and expectations, this guide helps ensure patients experience timely access, continuity of care, and a smoother journey through our health system.

## How to use this guide

- Use this booklet as a quick reference for referral guidance, contacts, and next steps.
- If information is missing, use the listed contacts to clarify before sending the referral.
- This guide reflects current workflows and will be updated as processes evolve.

REVISED MAY 2026

## Services at-a-glance

### WATSONVILLE COMMUNITY HOSPITAL

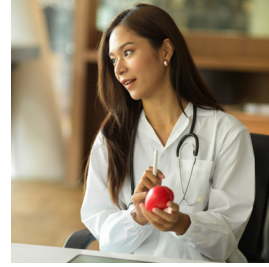
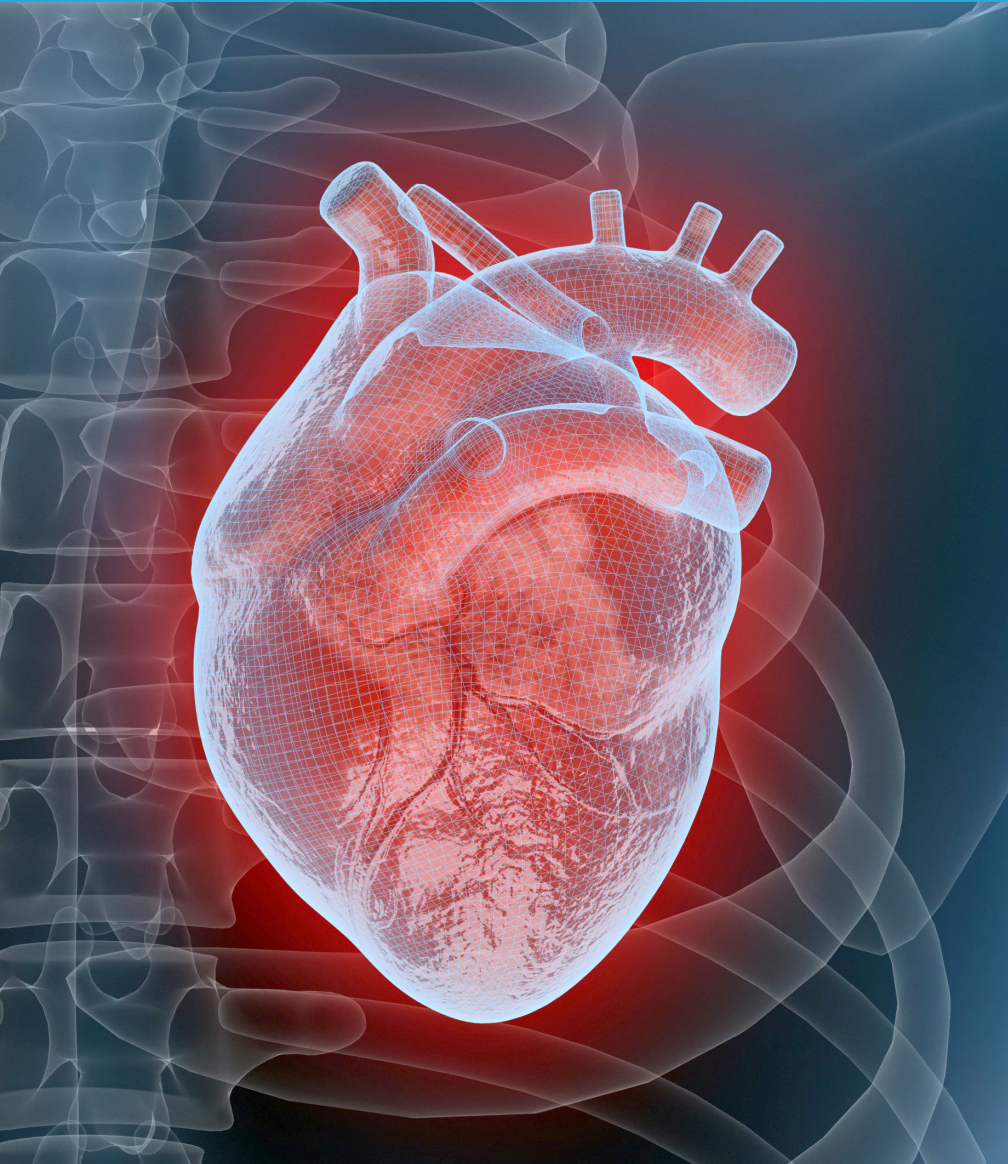
Cardiac Cath	<b>3</b>
Emergency Department	
Imaging Services	<b>5</b>
Intensive Care Unit	<b>11</b>
Laboratory	
Labor & Delivery	<b>15</b>
Pediatrics	<b>17</b>
Pharmacy	
Rehab	
Respiratory	
Special Procedures	
Surgery	<b>19</b>
Wound Center	

### COASTAL HEALTHCARE

Cardiology
Gastroenterology
Nephrology
Orthopedic
Primary Care
Surgery
Urology

WATSONVILLE COMMUNITY HOSPITAL

# CARDIAC CATH & CARDIOVASCULAR SERVICES



**Watsonville Community Hospital's Cardiovascular Services program is the Pajaro Valley's center for advanced heart and vascular care.** The department offers both diagnostic and treatment services through a newly opened cardiovascular catheterization lab equipped with Philips interventional cardiac and vascular imaging technology. The Cath Lab is led by Medical Director James Joye, DO, FACC, alongside interventional cardiologist Dr. Ajanta De, and cardiologist Dr. Ryan Brandt.



### CONTACT INFORMATION

(831) 724-4741

The operator will direct callers to the appropriate department as needed.

## Services

---

### DIAGNOSTIC:

- Diagnostic cardiac catheterization (heart cath)
- Echocardiogram
- Calcium scoring (CT coronary calcium scan)
- Stress testing (treadmill and medication-induced)
- Vascular ultrasound

### TREATMENT:

- Cardiac pacemaker implants
- Implantable cardioverter defibrillator (ICD) implants
- Peripheral vascular treatment/ revascularization for Peripheral Artery Disease
- Interventional coronary procedures (angioplasty, coronary stent placement)  
– **COMING SOON** (pending state-level approval)

## How to refer

---

To refer a patient, call the number listed above and ask to be transferred to the Cath Lab. A team member will guide you through the referral process.

### WHAT TO EXPECT AFTER REFERRAL

After a referral is received, it will be reviewed by the care team to confirm that it is clinically appropriate and complete before scheduling is initiated. Once approved, the care team will coordinate scheduling for the appropriate diagnostic or treatment procedure. Patients will be contacted to confirm their appointment, review any prep instructions, and address insurance or prior authorization requirements. Following a procedure, the attending physician and the patient's referring provider will coordinate on next steps and any follow-up care plan.

# WATSONVILLE COMMUNITY HOSPITAL IMAGING SERVICES



## Imaging Services at Watsonville Community Hospital provides high-quality diagnostic imaging to support timely clinical decision-making and patient care close to home.

Over the past year, the department has strengthened its capabilities with upgraded CT, MRI, X-ray, and fluoroscopy technology to enhance image quality, patient comfort, and clinical reliability. Radiologist coverage

has been stabilized to ensure consistent, timely reporting.

Our experienced technologists and radiologists, many of whom have served this community for decades, are known for their knowledge, professionalism, and commitment to patient-centered service. We value our partnerships with referring providers and remain focused on dependable imaging, clear communication, and responsive care.



### CONTACT INFORMATION

(831) 761-5626 | FAX (831) 763-6057

ESCALATION CONTACT [wchradiologystaff@watsonvillehospital.com](mailto:wchradiologystaff@watsonvillehospital.com)

HOURS OF OPERATION: Monday-Friday, 7 am-6 pm

# Services

---

## MRI

- MSK
- Neuro
- Abdomen
- General MRI (non-cardiac)
- Relaxing patient experience & improved environment – **NEW**
- Improved MSK capability – **NEW**
- Prostate MRI – **COMING SOON**
- Breast MRI – **COMING SOON**
- **No Cardiac MRI**

## CT

- Full Body CT
- CT Angio of:
  - » Head
  - » Neck
  - » Chest
  - » Abdomen
  - » Pelvis
  - » Runoffs
- CT Head
- CT Neck
- CT Chest
- CT Abdomen
- CT Pelvis
- CT MSK of any body part
- Hematuria protocol
- Myelograms
- Mako exams
- CT – **NEW CAPABILITIES (POST-INSTALLATION OF SPECTRAL CT)**
- CT perfusion – **NEW (POST-INSTALLATION OF SPECTRAL CT)**
- Calcium scoring – **COMING SOON**
- Coronary CTA – **COMING SOON**  
This will be an important addition for cardiology and primary care referrals.

## X-RAY

- All standard radiographic exams
- Walk-in availability

## FLUOROSCOPY

- Modified barium swallow studies
- **COMING SOON:** Once the new equipment is installed and construction is complete, we will also be able to perform the full spectrum of fluoroscopy procedures, including:
  - » Upper GI series
  - » Barium enemas
  - » Lumbar punctures under fluoroscopic guidance
  - » Arthrograms
  - » Additional fluoroscopic procedures as clinically indicated

## MAMMOGRAPHY

- 2D/3D Tomosynthesis
- Diagnostic mammography
- Coordination with breast ultrasound

# How to refer

---

Watsonville Community Hospital Imaging Services accepts referrals through the following methods:

## ORDER FACILITATOR

### Electronic submission (recommended)

Providers may submit imaging orders electronically through

**Order Facilitator: [healthbranch.com/wch](https://healthbranch.com/wch)**

#### Benefits:

- Direct order submission and tracking
- Reduced processing delays
- Fewer incomplete or returned orders

This option is recommended for high-volume referring offices.

If your office is not currently enrolled or would like training for your team, our staff can assist with onboarding and access setup.

#### To request Order Facilitator training or support, please contact:

Lupita Viramontes, Patient Access Manager

(831) 761-5653 | [wchradiologystaff@watsonvillehospital.com](mailto:wchradiologystaff@watsonvillehospital.com)

Inquiries will be routed appropriately.

## FAX REFERRAL

Providers may fax completed imaging orders to: **(831) 763-6057**

#### Incomplete orders may delay scheduling. Please include:

- Patient demographics and contact information
- Clinical indication and relevant diagnosis
- Insurance information
- Referring provider contact details

# What to expect after referral

---

## 1 INITIAL CONTACT

- After receiving the referral/order, a Central Scheduling Representative (CSR) will attempt to contact the patient within 24-48 hours.
- The goal is to schedule the exam promptly and provide any necessary instructions (e.g., preparation, fasting, arrival time).

## 2 FOLLOW-UP ATTEMPTS

- If the patient does not answer, up to 3 attempts will be made to reach them.
- Attempts may be conducted via phone.

## 3 NOTIFICATION OF REFERRING PROVIDER

- If the patient cannot be reached after 3 attempts, the referring provider is notified that the patient could not be contacted.
- Documentation of all attempts, messages left, and notifications sent is maintained in the Order Facilitator/Electronic Scheduling System.
- This process ensures the provider is informed and can follow up directly as needed.



# WATSONVILLE COMMUNITY HOSPITAL INTENSIVE CARE UNIT



**The Intensive Care Unit provides hospital-based critical care for patients with life-threatening or unstable medical conditions requiring close monitoring and advanced supportive treatment.** The ICU focuses on stabilization, ongoing critical care management, and coordination of transfer when patients require subspecialty services beyond hospital capabilities.



### CONTACT INFORMATION

(831) 724-4741

The operator will direct callers to the appropriate department as needed.

## Services

---

- Management of acute respiratory failure and severe respiratory distress
- Hemodynamic monitoring and support for shock and sepsis
- Critical care management of severe infections and multi-system illness
- Post-operative critical care for appropriate surgical patients
- Cardiac monitoring and management of unstable cardiac conditions
- Management of acute neurologic conditions requiring critical care observation
- Coordination with specialty consultants as available
- Transfer coordination to tertiary care centers when indicated

## How to refer

---

We do not accept patients through direct referral. Hospitalists, intensivists, or surgeons will be the primary admitting physician.

Patients are admitted to the ICU through the following pathways:

- **Emergency Department:** Direct patients requiring immediate critical care to the WCH Emergency Department for evaluation and admission.
- **Inpatient transfer:** Patients already admitted to Watsonville Community Hospital are transferred to the ICU by their attending physician when a higher level of care is required.
- **Post-operative admission:** ICU admissions following high-acuity surgical procedures are coordinated in advance by the surgical team.

# When NOT to refer directly to WCH ICU

---

Patients should be directed to a higher-level facility when they require specialized critical care services beyond the hospital's ICU capabilities, including:

- Advanced neurosurgical or neurocritical care
- Cardiothoracic surgery or mechanical circulatory support
- Advanced trauma requiring a designated trauma center
- Complex pediatric intensive care needs
- Advanced transplant or specialty surgical critical care
- Highly specialized subspecialty ICU services not available on-site

Patients requiring services beyond the hospital's scope are stabilized and transferred to appropriate regional facilities as clinically indicated.



WATSONVILLE COMMUNITY HOSPITAL  
**LABOR & DELIVERY**



**The Family Birth Center provides comprehensive maternity, newborn, and postpartum care in a patient- and family-centered environment.** We support both low- and high-risk pregnancies with 24/7 in-house obstetric, pediatric, and anesthesia coverage to ensure continuous, coordinated care for mothers and newborns.



### **CONTACT INFORMATION**

(831) 761-5647

ESCALATION CONTACT:

Kim DeChicchio-Sanchez | kimberly\_dechicchiosanchez@watsonvillehospital.com

HOURS OF OPERATION: 24/7

## **Services**

---

### **LABOR & DELIVERY**

- Labor and delivery in 9 labor rooms and 9 postpartum rooms with in-room bathrooms and showers
- Trial of Labor After Cesarean (TOLAC)
- Certified Nurse Midwife care
- 24/7 in-house OB hospitalist and anesthesia coverage
- Comprehensive lactation and breastfeeding support

### **MATERNAL & TRIAGE SERVICES**

- OB triage services
- Non-Stress Testing (NST)
- Iron infusions (Fe infusions)
- Nutritional support program for diabetic mothers
- Prenatal education classes (English and Spanish)

- Baby Talk: new mother support group
- Tours available with prenatal education classes and upon request

### **NEWBORN & NEONATAL CARE**

- 10-bed Intermediate Intensive Care Nursery
- Neonatology services
- 24/7 in-house pediatric hospitalist coverage through Lucile Packard Children's Hospital Stanford
- Coordinated neonatal care and escalation pathways to LPCH as needed
- Donor human milk program
- Comprehensive lactation and breastfeeding support

### **FAMILY-CENTERED CARE**

- Family- and partner-centered visiting
- Bilingual clinical staff

WATSONVILLE COMMUNITY HOSPITAL  
**PEDIATRICS**



**Watsonville Community Hospital offers pediatric services designed to meet the unique health and wellness needs of every baby born at the hospital, and children age 14+.** Care is delivered through the Stanford Pediatric Hospitalist Program in partnership with Lucile Packard Children’s Hospital at Stanford. The team takes a family-based approach to treatment, with pediatric hospitalists who are board certified/board eligible and practice exclusively in a hospital setting.



### CONTACT INFORMATION

(831) 724-4714 x3228

ESCALATION CONTACT:

Kari Sweet | kari\_sweet@watsonvillehospital.com

## Services

---

- Pediatric inpatient care (age 14+)
- 24/7 hospitalist coverage
- Direct referral access to specialty pediatric services at Lucile Packard Children’s Hospital Stanford

## Referral intake requirements

---

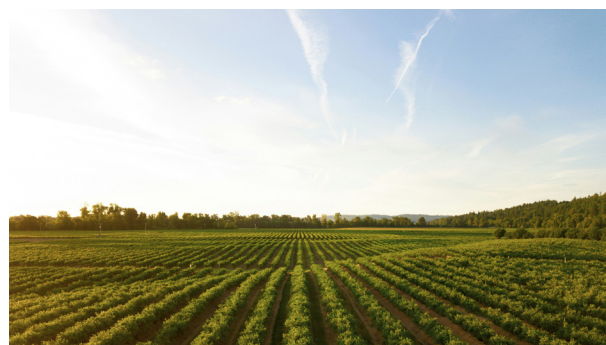
Patients aged 14 and older may be admitted to the adult medical-surgical unit on the 3rd floor only after evaluation in the Emergency Department or post-operatively. We do not accept patients through direct referral. **Pediatricians, family practice physicians, pediatric hospitalists, or surgeons will be the primary admitting physician for pediatric patients 14 years and older.**

### WHAT TO EXPECT AFTER REFERRAL

Direct referrals not accepted.



# WATSONVILLE COMMUNITY HOSPITAL SURGERY



**The Surgery department provides hospital-based surgical care for elective, urgent, and emergent conditions across multiple specialties.** Services include inpatient and outpatient surgery supported by anesthesia, perioperative nursing, and post-operative hospital care. The department works closely with primary care, emergency services, and specialty clinics to ensure safe surgical access and coordinated follow-up within the hospital setting.



### **CONTACT INFORMATION**

(831) 722-6499

ESCALATION CONTACT:

Amanda Cortes | [acortes@watsonvillehospital.com](mailto:acortes@watsonvillehospital.com)

HOURS OF OPERATION: 6:30 am-5:30 pm

## **Services**

---

- General surgery
  - » Hernia repair
  - » Gallbladder surgery
  - » Appendectomy
- Soft tissue and abdominal procedures
- Laparoscopic and minimally invasive surgery
- Emergency and urgent surgical care
- Colorectal and gastrointestinal surgical procedures
- Urologic surgical procedures
- Vascular surgical procedures
- Orthopedic surgical procedures
- Plastic surgery
- Breast surgery
- Surgical consultation and pre-operative evaluation
- Post-operative inpatient and outpatient surgical follow-up