WATSONVILLE COMMUNITY HOSPITAL

SERVICES & REFERRAL GUIDE











WATSONVILLE
COMMUNITY HOSPITAL

WE'D LOVE TO HEAR YOUR FEEDBACK

75 Nielson Street, Watsonville, CA 95076 | **watsonvillehospital.org**

About

This booklet provides referral information and contact details for services offered at 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 JUNE 2026

Services at-a-glance

WATSONVILLE COMMUNITY HOSPITAL

- Cardiac Catheterization
- Emergency Department
- Imaging Services
- Intensive Care Unit
- Laboratory
- Labor & Delivery
- Pediatrics
- Pharmacy
- Rehab
- Respiratory
- Surgery
- Wound Center

COASTAL HEALTHCARE

- Bariatric Surgery
- Cardiology
- Gastroenterology
- Nephrology
- Orthopedic
- Primary Care
- Surgery
- Urology

WATSONVILLE COMMUNITY HOSPITAL

EMERGENCY DEPARTMENT









The Emergency Department provides 24/7 emergency care for adults and children, including evaluation, stabilization, and initial management of acute medical, surgical, and traumatic conditions. The department is equipped to manage common emergencies and coordinate admission or transfer to higher levels of care when clinically indicated.

Staffed by highly trained physicians, nurses, and specialists, the ED offers comprehensive services for all types of emergencies, from minor injuries to life-threatening conditions.

On-staff specialists in orthopedics, general surgery, gastroenterology, and cardiology ensure the ED is equipped to respond when patients need us most. For pediatric emergencies, pediatric hospitalists from Lucile Packard Children's Hospital Stanford are available 24/7 to consult with ED physicians and provide specialized, family-centered care should a child require inpatient services. We are EDAP certified (Emergency Department Approved for Pediatrics).

Patients experiencing a medical emergency should call 911 or go directly to the closest ED.

CONTACT INFORMATION

(831) 724-4741 | FAX: (831) 763-6444
ESCALATION CONTACT:
Kirsten Palmquist | Kirsten_Palmquist@watsonvillehospital.com
HOURS OF OPERATION: 24/7

Services

Conditions appropriate for ed evaluation

- Chest pain and acute cardiac symptoms
- Shortness of breath and respiratory distress
- Stroke symptoms and neurologic emergencies
- Abdominal pain and acute gastrointestinal conditions
- Traumatic injuries requiring urgent evaluation
- Acute infections, sepsis evaluation, and fever
- Pediatric emergencies
- Behavioral health crises requiring emergency assessment

Care capabilities

- 24/7 physician and nursing coverage
- Emergency stabilization and resuscitation
- On-site emergency laboratory and diagnostic imaging support
- Emergency surgical consultation and coordination
- Medical management and admission for appropriate inpatient care
- Transfer coordination for patients requiring higher-level specialty services

When NOT to Send to WCH Emergency Department

Patients should be directed to a higher-level facility or specialty center when they require services beyond the hospital's emergency care capabilities, including:

- Major trauma requiring a designated trauma center
- Advanced neurosurgical intervention
- Cardiothoracic surgery or complex interventional cardiac procedures
- Specialized pediatric intensive care
- Complex burns requiring a burn center
- ST-Elevation Myocardial Infarction (STEMI)

Patients requiring services beyond the hospital's scope should be transported directly to an appropriate regional facility when clinically appropriate.

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 24/7 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
HOURS OF OPERATION: Monday-Friday, 7 am-6 pm

- MRI Outpatient: 7:30 am-6 pm
- MRI Inpatient: 7:30 am-9 pm
- CT Outpatient: 8 am-6 pm
- CT Inpatient: 24/7
- Arthrograms: Tuesday and Thursday

Services

MRI

- Musculoskeletal
- Neuro
- Abdomen
- General MRI (non-cardiac)
- Relaxing patient experience & improved environment — ***NEW***
- Magnetic Resonance Angiography (MRA)
- Improved MSK capability — ***NEW***
- Prostate MRI
- 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
- Coronary CTA — ***COMING SOON***

FLUOROSCOPY

- Full spectrum of fluoroscopy procedures, including:
  - » Upper GI series
  - » Barium enemas
  - » Modified barium swallow studies
  - » Lumbar punctures under fluoroscopic guidance
  - » Arthrograms
  - » Additional fluoroscopic procedures as clinically indicated

MAMMOGRAPHY

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

NUCLEAR MEDICINE

- Thyroid uptake and scans
- Cardiac studies
- Bone scans
- Gastric emptying studies
- V/Q scans
- Other nuclear medicine exams

ULTRASOUND

- General ultrasound
- Vascular ultrasound
- Echocardiography.

X-RAY

- All standard radiographic exams
- Walk-in availability
- DEXA — bone density imaging
- Full-spine scoliosis imaging with image stitching

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

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
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.

3 NOTIFICATION OF REFERRING PROVIDER

- Attempts may be conducted via phone.
- 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 to direct patients to a higher-level facility

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, based on availability.

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 pediatric 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 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.

Stanford Children's Health | Lucile Packard Children's Hospital Stanford

WATSONVILLE COMMUNITY HOSPITAL

PHARMACY









Pharmacy Services provides medication management and dispensing to support inpatient, emergency, procedural, and outpatient care. The pharmacy works in coordination with clinical teams and community providers to ensure safe, timely access to medications and appropriate patient education.



CONTACT INFORMATION

(831) 763-6440 | FAX: (831) 763-6444
ESCALATION CONTACT: Jennifer Gavin | jennifer_gavin@watsonvillehospital.com
HOURS OF OPERATION: Monday-Friday, 10:30 am-4:30 pm

Services

- Inpatient medication dispensing and management
- Emergency Department medication support
- Outpatient prescription dispensing, conveniently located in the hospital
- Medication verification and clinical review
- IV admixture and sterile compounding, as appropriate
- Antibiotic stewardship support
- Pain management and procedural medication support
- Medication reconciliation for admissions and discharges
- Discharge medication coordination
- Patient counseling and medication education

Services NOT offered

- Medicare Part B prescriptions (Medicare Part D is accepted)
- Durable medical equipment (DME)
- Vaccinations

WATSONVILLE COMMUNITY HOSPITAL

REHABILITATION SERVICES









Watsonville Community Hospital Rehabilitation Services provides comprehensive inpatient and outpatient therapy focused on restoring function, mobility, and independence after illness, injury, or surgery. Our multidisciplinary rehab team works closely with physicians, nursing, and care management to support safe recovery and smooth transitions across levels of care.

CONTACT INFORMATION

(831) 761-5666 | FAX: (831) 768-8098
ESCALATION CONTACT: Darby O'Rourke | darby_orourke@watsonvillehospital.com
HOURS OF OPERATION:
Monday, Tuesday, and Thursday: 7 am–12 pm and 1:30–4:30 pm

Services

PHYSICAL THERAPY: Orthopedic, neurologic, and post-surgical conditions

- Inpatient & outpatient
- Post-acute rehabilitation following hospitalization or surgery
- Functional mobility and gait training
- Balance, strength, and fall-prevention therapy
- Recovery support following stroke, injury, or deconditioning

OCCUPATIONAL THERAPY: To support activities of daily living and functional independence

- Inpatient & outpatient

SPEECH THERAPY: Speech-Language Pathology for speech, language, cognitive, and swallowing disorders

- Inpatient & outpatient

Referral intake requirements

- Patient identifiers: full name, date of birth
- Referring provider details: name, credentials, contact info, and signature
- Date of referral/order
- Medical diagnosis or condition: usually with an ICD-10 code if available (it is helpful to attach rehab protocols if the surgeon has specific instructions)
- Reason for therapy: what problem is being treated (e.g., pain, weakness, post-op rehab)

WHAT TO EXPECT AFTER REFERRAL

After we have received the referral, we contact the patient to schedule their first appointment (evaluation).

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 | amanda_cortes@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

LOOKING FOR OUTPATIENT SURGICAL SPECIALTY CARE?

Coastal Healthcare also offers surgery services through its specialty clinic network. Refer to the Coastal Healthcare guide for referral contacts and next steps.

WATSONVILLE COMMUNITY HOSPITAL

WOUND CENTER









Watsonville Community Hospital's Monterey Bay Wound Treatment Center provides advanced, compassionate care for patients of all ages, including children, with complex wounds, ostomy needs, and conditions requiring hyperbaric oxygen therapy. As the only designated ostomy clinic in Santa Cruz County, we are a vital resource for patients who need specialized ostomy care close to home. Our multidisciplinary team of physicians and registered nurses develops individualized treatment plans to support healing and help patients return to comfort and health as quickly as possible.

When in doubt about whether a patient is appropriate for referral, we encourage you to call us. Our team is happy to consult on complex or unusual cases.



CONTACT INFORMATION

(831) 763 6043 | FAX: (831) 763-6466
ESCALATION CONTACT:
Rose Nichols, Manager | rose_nichols@watsonvillehospital.com
HOURS OF OPERATION: Monday-Friday, 8 AM-4:30 PM

Services

OSTOMY CLINIC

As Santa Cruz County's only designated ostomy clinic, our certified wound and ostomy nurses provide comprehensive ostomy care and education for patients of all ages.

Conditions treated:

- Colostomy care and management
- Ileostomy care and management
- Urostomy care and management
- Peristomal skin complications (irritation, breakdown, parastomal hernia)
- Post-surgical ostomy management

HYPERBARIC OXYGEN THERAPY (HBOT)

HBOT is an adjunctive therapy in which patients breathe 100% oxygen inside a pressurized chamber. This increases oxygen delivery to compromised tissue, enhances blood flow, reduces bacterial load, and supports the body's natural healing mechanisms.

HBOT indications include:

- Diabetic wounds of the lower extremities (Wagner Grade III or higher, unresponsive to standard wound therapy)
- Carbon monoxide poisoning
- Decompression illness
- Gas embolism
- Gas gangrene
- Acute traumatic peripheral ischemia
- Crush injuries
- Progressive necrotizing infections (necrotizing fasciitis)
- Compromised skin grafts or flaps
- Actinomycosis (refractory to antibiotics and surgical treatment)
- Chronic refractory osteomyelitis
- Osteoradionecrosis
- Soft tissue radionecrosis

WOUND CARE

Our wound care team treats a broad range of acute and chronic wounds. The following list is intended as a general guide, not a complete one. If you are unsure whether your patient is appropriate for referral, please call us.

Conditions treated:

- Chronic wounds
- Non-healing wounds
- Diabetic ulcers
- Neuropathic ulcers
- Pressure ulcers
- Venous insufficiency / venous stasis ulcers
- Arterial / ischemic ulcers
- Surgical and post-surgical wounds
- Traumatic wounds
- Vasculitis and other inflammatory ulcers
- Bone infections
- Radiation injuries

Therapies offered:

- Debridement
- Specialty dressings and wraps
- Hyperbaric oxygen therapy (HBOT)
- Bio-engineered tissue substitutes

How to refer

Complete the Wound Center referral form and fax to (831) 763-6466.
A member of our team will contact the patient within 48 hours to schedule an appointment.

WATSONVILLE
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Watsonville Wound & Hyperbaric Medicine Center
75 Neilson Street | Watsonville, CA 95076
Phone: 831-763-6043
Fax: 831-763-6466

WOUND AND HYPERBARIC REFERRAL FORM

PATIENT DEMOGRAPHICS *(may attach face sheet instead)*

Today's Date:		Patient DOB:	
Patient Name:		☐M ☐F	
Primary Care Physician:		Phone:	
Address:	City:	State:	Zip:
Phone:	Alternate Phone:		

PATIENT INSURANCE INFORMATION *(may attach face sheet instead)*

Primary:		ID#:	Group#:
Phone:			
Secondary:		ID#:	Group#:
Phone:			
Is patient in a nursing home?	☐ No ☐ Yes	Facility name:	
Is patient receiving home health care?	☐ No ☐ Yes	Agency name:	
Auto or workers' compensation claim?	☐ No ☐ Yes	Date of injury:	

REFERRAL REASON	*Wound Location*		*Wound Location*
☐ Arterial/ischemic ulcer		☐ Compromised skin graft or flap	
☐ Diabetic foot ulcer		☐ Crush injury	
☐ Pressure injuries/ulcer		☐ Non-healing, post-surgical wound	
☐ Venous ulcer		☐ Traumatic wound	
☐ Late effects of radiation		☐ Other	
☐ Hyperbaric oxygen therapy		Indication:	

ADDITIONAL COMMENTS:

Is patient on antibiotics?	☐ No ☐ Yes	RX name:	
Is patient on blood thinners?	☐ No ☐ Yes	RX name:	

REFERRER INFORMATION

Referral Source:	☐ Physician	☐ Discharge Planner	☐ Nursing Home	☐ Nurse Practitioner
	☐ Home Health	☐ PA	☐ Other:	

Referrer Name:	Phone:	Fax:
Referral Office Contact:	Phone:	Ext:

PLEASE INCLUDE ALL RELEVANT MEDICAL RECORD PROGRESS NOTES WITH DIAGNOSIS, LAB TESTS AND IMAGING RESULTS.

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