

Whispering Heights Facility Staff

Business Office	476-8200
Director of Senior Services	476-8209
Director of Nursing	476-8212
Social Services	476-8214
Activities	476-8213



2116 14th St.
Rock Valley, IA 51247

(712) 476-8200
www.hegghc.org

This institution is an equal opportunity provider and employer.



Whispering Heights is a 60-bed intermediate care facility attached to Hegg Memorial Health Center. The facility offers convenience in accessing a wide variety of healthcare services as well as amenities to meet the individual needs of each resident.

Our mission at Whispering Heights is to promote the physical, psychological, and spiritual well-being of each resident. To do this, Whispering Heights provides care using the Household Model. Our facility is split into three households: Creekside, Countryside, and Meadow Lane. Each household provides its own activities, meals, and staff.

We realize how important it is for our residents to be able to do the things that remain meaningful in their lives. The individualized approach to activities used at Whispering Heights helps us meet the unique needs of each resident. In addition to individual activities, we encourage our residents to be involved in daily scheduled activities.

We actively involve residents and families in making care decisions and focus on protecting each resident's rights and freedom of choice as they live in our facility. Our goal at Whispering Heights is to have the residents feel at home.

Services

- Assistance with daily living
- Personalized, nutritious meals & snacks daily
- Nurses on duty 24 hours a day
- Caring staff on duty 24 hours a day
- Physician services
- Outpatient therapy services
- Pharmacy
- Housekeeping services
- Personal laundry service
- Social services
- Daily individualized scheduled activities
- Supportive Care Services (palliative care)
- Mental health/counseling arrangements
- Hospice arrangements

Amenities

- Private resident rooms and bathrooms
- Barber and beauty salon
- Wi-Fi
- Cable television
- Spacious dining room
- Large gathering rooms available
- Outdoor living space
- Open dining available 24/7
- Seasonal activities: trailer rides, bonfires, etc.

Whispering Heights accepts private pay, nursing home insurance, and Medicaid. Managed Care Organizations accepted by Whispering Heights include Amerigroup and AmeriHealth Caritas. We are unable to provide skilled care or accept Medicare Part A payment. However, outpatient services such as physical therapy, occupational therapy, etc. may be covered under Medicare Part B. Although Whispering Heights is not a Veterans Affairs (VA) approved facility, some residents may qualify for VA benefits to cover supplies and medications.

Whispering Heights does not have a dementia special care unit, each resident is incorporated into households and all staff are trained in dementia care. We are able to accommodate most patients, excluding those using a ventilator.

We offer 3 levels of care: Minimum, Moderate, and Maximum. Each resident is carefully evaluated and placed in the appropriate level of care based on the Minimum Data Set, a nationally recognized tool.