
Frequently asked questions

What will my day be like?

Your day will be filled with 6 to 8 sessions of therapy depending on your needs. Each session is typically 30–45 minutes long. Each evening the patient’s schedule will be posted for the following day, and a written copy will be provided each morning.

What should I bring?

We recommend you bring 3 to 4 changes of clothes that are comfortable and not constricted including undergarments, socks, and shoes, preferably a rubber sole that comes up over the heel. There is a washer and dryer available on the unit and may be incorporated into their therapy sessions. If you use a CPAP or BiPAP please bring for your rehab stay.

What are the visiting hours?

There are no set visiting hours but as a reminder our patients are here to work with therapy to reach their goal of returning home. We encourage family to be a part of this journey but if visitors want to be able to visit with their family members, we recommend visiting late afternoon/early evenings or on Sunday.

Can family stay/Do you have hospitality housing?

We do not have hospitality housing, but the local hotels are typically accommodated with discounts for family members.

Where is the Rehab Unit located?

The facility address is 3421 West 9th St, Waterloo, IA 50702. We are located on the first floor of MercyOne Waterloo Medical Center. Follow the signs for Rehab entrance/parking lot. There is a circle drive and large stone overhang which says “MercyOne Rehabilitation” you can enter thru this entrance and the unit is straight down the hallway.

How long will I be in rehab?

All patients’ length of stay is based on their diagnosis and level of care needs on admissions, but our average length of stay is approximately 14 days.

Why should I come to your facility?

We have proudly been providing rehab inpatient rehab services since 1974 and accredited by the Commission for the Accreditation of Rehabilitation Facilities (CARF) since 1984 making use of one of the longest serving rehab units in the state of Iowa. Our experienced staff of nurses and therapists are continually educating themselves to provide individuals with the best practice of care as demonstrated by our 99.9% rating of former patients recommending us to others for their rehab needs.

What is CARF (Commission for the Accreditation of Rehabilitation Facilities) and why is it special?

CARF is a special accreditation which rehab facilities apply for and go through a 2-day survey of the facilities practices and policies. CARF is the “golden rule” for Rehab Facilities to achieve. MercyOne is proud to have received 3-year accreditation (highest given) consistently since 1984.

What are other patients saying about us?

[Click here](#) for the latest copy of “Voice of the Patient”