

## Case study

# Emergency Responders Health Center streamlines patient visits



HP Roam creates a secure, mobile print experience for medical staff

**Industry**  
Healthcare

**Objective**  
Enable secure printing from any device, managed from a user's mobile

**Approach**  
Deploy HP Roam for Business print queue solution for mobile cloud printing

**IT matters**

- HP Roam for Business delivers a solution that is easy to install, scalable and simple to use
- Sensitive patient records are sent securely to the HP Roam for Business print queue

**Business matters**

- Simplifies the process of working easily when visiting temporary mobile clinics
- Supports the mobile workplace with the ability to access files from a mobile device, from the cloud



**“HP Roam gives us a really strong print solution for mobile working. It helps streamline our processes so we can give our attention to patients.”**

– Dr. Rob Hilvers, founder, Emergency Responders Health Center



**Reshaping the print experience for healthcare professionals**  
Emergency Responders Health Center provides outpatient services to paramedics, firefighters and police in the U.S. By adopting HP Roam for Business, the organization has transformed the print experience, enabling staff to securely print medical records from any enabled device.

“After the initial software installation, HP Roam for Business was installed on computers and devices. The device installation was simple – a two-step process with one-page of instructions.”

– Dr. Rob Hilvers, founder, Emergency Responders Health Center

**Industry:**  
Healthcare

**Company name:**  
Emergency Responders Health Center

**Location:**  
Boise, Idaho, U.S.

**Website:**  
[www.er-hc.org](http://www.er-hc.org)

## Challenge

### Improving care for first responders

Emergency Responders Health Center (ERHC) is a U.S. healthcare organization, created to address the unique medical concerns of first responders. It provides outpatient services to paramedics, firefighters and police, from mental health to immunizations to physical therapy. In its words: serving those that serve others.

The organization sits at the heart of a complex healthcare landscape. ERHC, based in Boise, Idaho, works with 20 agencies state wide. It liaises with insurance providers, mobile clinics and medical specialists. In addition, ERHC patients receive personalized health status reports and goal-oriented wellness counselling, based on comprehensive health assessments.

“In a digital world, the goal is to be paperless,” says Dr. Rob Hilvers, ERHC founder. “Yet paper documentation remains critical.

“We’re doing audiology testing, lung function, spirometry, all of which is printed and scanned. The patient also receives a printed, five-page, color copy of their personalized metabolic report and healthcare plan. It’s hard to move away from print completely,” says Dr. Hilvers.

## Solution

### Reshaping the print experience

HP Roam for Business is a universal business printing experience that reshapes how ERHC prints. It replaces traditional, printer-specific drivers with an intuitive print experience that is simple to use, is scalable, and provides a similar experience across desktop and mobile devices.

Patient and corporate data is protected by advanced security features, such as encryption and authentication, in compliance with HIPAA and HITECH requirements. For Dr. Hilvers, HP Roam for Business provides the ability to submit print jobs while on the go and release jobs to print securely at any of the HP Roam-enabled office printers.

Send items to print at virtually any time, from virtually any location and device. Printing can then be released to a printer and securely retrieved from any enabled device in the office, at a home office, or at a growing number of public print locations.

“HP has been great,” says Dr. Hilvers. “They came in while we set up HP Roam for Business. After the initial software installation, HP Roam for Business was installed on computers and devices. The device installation was simple – a two-step process with one-page of instructions.”

## Benefits

### A mobile solution for the modern workplace

HP Roam for Business is helping transform the ERHC workflow, creating a more dynamic workplace. As the organization expands, rather than buying new office space, the strategy is to use temporary or visiting sites close to patients. ERHC will take a short-term lease, bring in its medical equipment, meet patients and conduct medical tests. HP Roam for Business means it can set up its printers and enjoy a complete print experience in seconds and can do so at scale.

“We run three of these mobile clinics, each set up two to three times a year,” says Dr. Hilvers. “HP Roam gives us a really strong print solution for mobile working. It streamlines our processes so we can give our attention to patients.”

In addition, this approach ensures all medical documentation is held in one place and remains securely managed. “We see 25 patients, each for a two-hour assessment. I’ll need their complete medical records, and the patient will need a printed copy of their report.”

Workflow efficiency and mobility will be key areas of focus as the business grows, he continues: “I’d love to see many medical locations with HP Roam for Business, meaning we can print off a local device whenever we visit.”

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