



Emergency Responders Health Center–North

Welcome to Advanced Health Care *that works as hard as you do*

Since
2025

Active-Duty First Responders ■ Spouses & Dependents



One Medical Home. 360 Degrees of Care.

Preventative Wellness

- Annual Wellness Exams
- Nutrition & Fitness Counseling
- Body Composition Analysis
- Immunizations
- Massage Therapy

Primary & Urgent Care

- Acute & Chronic Care Management
- Broad-Spectrum Family Medicine
- In-House Diagnostic Services
LABORATORY | X-RAY | ULTRASOUND* (*proposed)
- Comprehensive Depth of Care [See Page 4]

Occupational Health

- Workers' Compensation Care
- Injury Risk Assessment & Prevention
- CDL Certifications

Rehabilitation

- Physical Therapy
- Workers' Compensation Case Management
- Return-to-Work Evaluations
- Massage Therapy

Mental Health Services

- Mental Health Screening
- In-House Therapy
INDIVIDUAL | COUPLES
- PTSD/PTSI Treatment
- Pharmacotherapy



Since 2004, Emergency Responders Health Center (ERHC) has served as a leader in first responder medicine, caring for those who safeguard our families and communities. ERHC is the provider of choice for emergency agencies in southwestern Idaho and locations across our state, supporting 30+ fire, police, and EMS departments, and caring for approximately 8,000 responders and their family members (newborn to age 65).

ERHC works to advance overall health and wellness, on- and off-duty, through care calibrated to first responders' occupational demands, unique medical and mental health risks, and culture of service.

In 2025, ERHC was honored to expand our unique practice model through a second clinic in Spokane to serve the Northeastern Washington/Northern Idaho region, at the invitation of health-conscious local emergency response agencies.

Customized. Comprehensive. Compassionate.

ERHC North | Rock Pointe III - 1330 North Washington Street* | Spokane, WA | 509.824.7327
ERHC North Mental Health | Rock Pointe Tower - 316 West Boone Avenue | Spokane, WA | 509.824.7323

*ERHC North will relocate from Suite 1080 to its permanent location in Suite 4400 in 2026.

First Responder Healthcare ^Revolution: 20 Years of Advances



UNPARALLELED EXPERTISE | Emergency Responders Health Center was launched in 2004, when Rob Hilvers, MD was invited to perform Annual Wellness Exams (A.W.E.) for the Boise Fire Department Special Operations Dive Team. In the process of developing best-practice exam protocols aligned with occupational health standards, ERHC embarked on a journey to define the practice of first responder medicine. Interest in ERHC's highly specialized care soon ignited across area agencies.

By 2010, ERHC served as the department physician for fire departments across southwestern Idaho, and expanded its care to include law enforcement members with the addition of the Boise Police Department. Today, ERHC serves more than 30 fire, law enforcement, and paramedic agencies across Idaho, as well as in Valdez, Alaska. As the demand for our services has grown, the ERHC practice model has steadily expanded - from annual exams to occupational and family medicine, physical therapy and massage therapy, mental health and acupuncture. ERHC's pioneering model will continue to evolve in the decade to come, in our tireless commitment to first responder healthcare innovation and elevation.

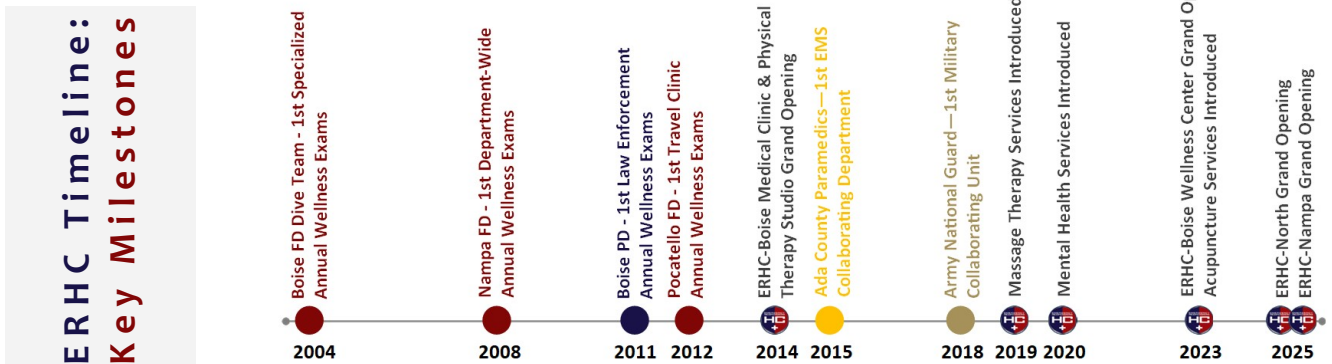


Rob Hilvers, MD (left) with BFD Deputy Chief Tracy Raynor Attending New Recruit Academy, 2005



ERHC Main Health Center, Established 2014

NEW TERRITORY | Over the years, ERHC has received many invitations to replicate its groundbreaking practice model in sister Pacific Northwest communities, from Anchorage to Seattle to Salt Lake City. Based on the unwavering interest, dedication to member wellness, and health savvy demonstrated by emergency agencies in Spokane and Coeur d'Alene, ERHC established its first-ever expansion clinic in the Northeastern Washington/Northern Idaho region in early 2025.



MEDICAL & MENTAL HEALTH 'SAVES' (2020–2023)

OVER THE YEARS, ERHC's intensive screening strategy, comprehensive care and attentive patient-provider relationships have **saved lives**, by diagnosing previously undetected cases of cardiac disease and cancer, often in asymptomatic (outwardly healthy) patients. We've also **saved careers** by supporting numerous members to safely return to duty, following sidelining psychological injury.

Cardiac Arrhythmias

3 | Cardiac arrhythmia cases
*Detected through routine cardiac stress testing, during A.W.E.**
 2 resolved with cardiac ablation; 1 case ongoing

*Annual Wellness Exams

Cardiac Blockages

5 | Severe coronary artery blockage cases
*Detected through routine cardiac stress testing, during A.W.E.**
 3 required cardiac bypass surgery • 2 were treated with stent placement • all 5 members returned to active duty

Cancers

19 | Major cancer cases
 Including thyroid (4), breast (3), prostate (3), lymphoma (2), melanoma (2), oral (2), kidney (1), testicular (1), and uterine (1). In addition, numerous localized skin cancers were identified.

PTSI/PTSD

30 | Diagnosed PTSD cases
 30 underwent intensive therapy • 26 successfully approved for Workers' Compensation • 12 returned to full active-duty; 2 returned to modified roles; 8 did not return to duty or retired; 4 cases ongoing

Occupationally-relevant Annual Wellness Exams (A.W.E.s) are the foundation of ERHC's preventative wellness strategy. A.W.E.s gauge patients' current health status and indicators over time, toward delivering care that is pro-active and geared toward long-term well-being. A.W.E.s are pivotal to ERHC's mission to promote responders' readiness for duty, as well as to optimize their health, quality of life, and prospects for a rewarding and well-deserved retirement.

Scheduled as 2 to 2.5-hour appointments, A.W.E.s far exceed the clinical depth of routine exams offered in mainstream clinics; are responsive to physical and psychological demands and risks associated with responder professions (including leading causes of injury and mortality); and are aligned with occupational standards such as NFPA-1582.

A.W.E.s include a series of screening components (shown below), stratified by patient age, duty type, and other factors. Exams culminate in the compilation of detailed individual *Metabolic Health Dashboard* risk analysis reports; treatment planning and continuity care for the management of emerging or chronic conditions (including referrals and coordination with specialists, imaging facilities, etc.); and personalized health and wellness counseling.

Medical History | Medical • Surgical • Family • On-Duty Exposures

A complete history is critical to assess current and future health risks, toward customizing a screening regimen for the early identification and timely treatment of potentially life-altering or life-limiting conditions.

Comprehensive Examination | Body Composition • Audiology/Vision • Physical Exam • Mental Health

A.W.E.s include audiology (hearing) screening and vision testing toward meeting occupational requirements. Body Composition Analysis (using InBody 970 technology) assesses skeletal muscle mass, visceral fat, basal metabolic rate, and more. These indicators provide a baseline for setting and tracking health goals, including reducing the risk for age-related muscle atrophy (loss). The ERHC Mental Health Outlook Questionnaire helps to identify emerging mental health concerns common among first responders, to include depression, anxiety, PTSD, substance abuse, and suicidality.

Heart & Lung Screening | 12-lead Resting EKG • Exercise Cardiac Stress Test • Spirometry • Chest X-ray

ERHC's intensive heart and lung screening supports the early identification of serious conditions commonly associated with first responder professions, with a strong track record of detecting fatal-if-untreated conditions in numerous asymptomatic (outwardly healthy) patients. Routine cardiac stress testing is used to detect significant coronary artery blockages or heart arrhythmias, and assesses blood pressure response relative to exercise and fitness capacity. Spirometry is used to detect early obstructive lung disease (asthma, emphysema) or restrictive lung disease (pulmonary fibrosis, asbestosis, neuromuscular disease, etc.). Chest X-rays provide an indication of heart, lung and thoracic spine health, establishing an important baseline for comparison if clinical symptoms develop in the future.

Laboratory Profile |

Routine Wellness Laboratory Profile – CBC • CMP • Lipids • Urinalysis • PSA
Infectious Disease Screening – HIV • Hep B titer • Hep C • TB screening

Immunization Review & Updates |

Hep A/B • MMR • Tetanus/Diphtheria • MMR • Polio • COVID-19 • Shingles

Health Dashboard | Metabolic Profile & Risk Analysis Report • Wellness Counseling

The Metabolic Health Dashboard report details the proprietary ERHC Metabolic Syndrome Score, including year-over-year comparisons in individual patient health status, along with comparisons to aggregated peer scores (i.e., by profession or department). Risk analysis and counseling serves as the capstone to the A.W.E., providing patient motivation and guidance to adopt pro-longevity health behaviors.

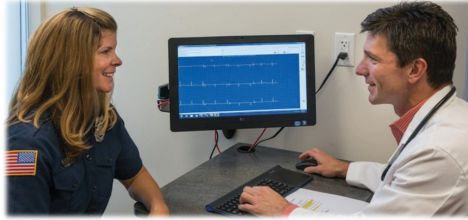


The ERHC Difference: Custom-Built for First Responder Wellness



PRIMARY CARE – PLUS

ERHC goes the distance to ensure emergency responder healthcare goes above and beyond – *like you do!*



- ☑ **Customized Services** responsive to the unique needs and elevated health risks experienced by first responders.
- ☑ **One-Stop Convenience**, with a comprehensive range of health services available in a single location.
- ☑ **Seamless Care Integration** by top-caliber health providers – from primary care and physical therapy, to mental health and massage therapy – caring for each patient as a collaborative team.
- ☑ **Focus on Longevity**, emphasizing the prevention, early detection, and pro-active management of chronic conditions and injuries.
- ☑ **Exceptional Medicine**, with advanced care not available in most mainstream clinic settings and an unrelenting drive toward innovation.
- ☑ **Patient-Centered Relationships**, with a personalized approach to treating the whole patient – body, mind, and spirit.
- ☑ **Proven Results**, using data-driven *Health Dashboards* to document individual and department-wide health improvement.

ERHC's "Depth of Care" Commitment Means ...

Individualized Attention

- Longer Appointment Times
- Multiple Conditions Addressed at the Same Visit
- After-Hours Consults for Highest-Acuity Concerns, Including Mental Health

Care Collaboration

- Referrals to "Best-Suited" Specialists Regardless of Health System "Alliances"
- Follow-up to Ensure Timely Access to Specialists & Diagnostics
- Coordination with all In-Clinic and Third-Party Providers Engaged in Each Patient's Care
- Post-Specialty Appointment & Diagnostic Imaging Follow-Up

PATIENT F.A.Q.

Can ERHC serve as my Medical Home?

YES. ERHC offers the same level of care as a traditional family medicine practice, plus many advanced services not available through conventional primary care clinics open to the general public.

Can my spouse and children be seen at ERHC?

YES. Your spouse and qualifying dependents will receive access to the same level of advanced care.

Will I still have a choice in other specialists and hospitals?

YES. ERHC makes referrals to outside medical specialists and facilities best-suited to meet patient needs, regardless of health system affiliation. An independent clinic, ERHC collaborates with all high-quality health providers and facilities.

Do you offer same-day appointments for urgent care?

YES. Our goal is to schedule patients as soon as possible, whenever possible, for acute conditions requiring urgent care. *ERHC is not an emergency facility. Always call 911 or visit a local emergency room for possible life-threatening conditions.*

Is ERHC care affordable?

YES. ERHC accepts most major health insurance plans offered in Idaho and Washington. In addition, we offer cost-effective Capitated Care plans in collaboration with departments and health trusts - yielding more care, with less out-of-pocket expense.



*For More Information &
ERHC North Updates*

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Website: erhcnorth.org