

Guest Wireless Network

Your Connection.

Northwest Community Hospital offers free wireless Internet access for guests and visitors. Available in most areas throughout the Hospital, the wireless network allows guests to use their own wireless-equipped laptop computers to surf the web, check e-mail and chat with friends and family. Monotonous waits at the hospital are of the past – guests can get work done, connect with loved ones and stay entertained, all through the Hospital's wireless network.

Your Access Locations.

The guest wireless network reaches throughout the Hospital, from the Emergency Department and Day Surgery Center to the Oasis Cafeteria and Village Café. Some areas may have stronger wireless signals than others.

Wireless access is also available at the following locations:

- ❑ Kirchoff Center
- ❑ Business Center
- ❑ Northwest Community Immediate Care Centers in Buffalo Grove, Lake Zurich and Schaumburg
- ❑ Physical Medicine & Rehabilitation at the Palatine Medical Office building
- ❑ The Wellness Center

The wireless network is not available in family waiting lounges in the East Pavilion or the Critical Care Unit Family Room in the North Pavilion.

Five desktop computers with Internet access and printers are available for public use in the NCH Health Resource Library, which is near the East Entrance Lobby. There is a 15-minute limit use while other guests are present. The Library is open Mondays and Wednesdays from 8 am – 3 pm, and Tuesdays and Thursdays from 10:30 am – 5 pm. It is closed Fridays, Saturdays, Sundays and holidays.

Your Computer.

To access the wireless network, you'll need a laptop computer equipped with an Internet browser and a wireless-enabled device that conforms to the 802.11b or 802.11g standards. Portable wireless devices other than laptop computers such as smart phones, tablets, and UMPCs equipped with the above-mentioned wireless device are also compatible with the NCH wireless network.

Your Access.

To connect to the wireless network, set your wireless network card to its default settings. Your computer will automatically detect the SSID and will connect to the Internet. If your computer does not automatically detect the network, you can force a connection by configuring your wireless network card's SSID to NCHGUEST.

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Your Access *(continued)*.

Northwest Community does not offer technical support for guests accessing the wireless network. If you have issues connecting to the network, please contact your laptop computer or wireless device's technical support. Guests should familiarize themselves with their computer to understand what hardware and/or software is needed for wireless connectivity.

Your Hospital's Privacy.

The wireless network is separate from Northwest Community Hospital's secure network. This will prevent unauthorized access to confidential patient medical records and other sensitive material.

Your Security.

The wireless network is not a secure environment. Passwords and the exchange of personal information over the Internet should be used with caution. We strongly encourage your laptop to be equipped with virus protection software and/or firewall protection. Northwest Community Hospital is not liable for any hardware or software damage while accessing the wireless network.

Your Use.

The wireless network should not be used for inappropriate or unlawful purposes. When using the wireless network, please be courteous of those around you. Laptop audio should be at a low or muted volume, or headphones should be used.

When using an electrical outlet, distance yourself no more than 5 feet from the outlet. Please be mindful of hallways and commonly traversed areas when using laptop power cords, so as not to obstruct or endanger patients, visitors and employees.

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