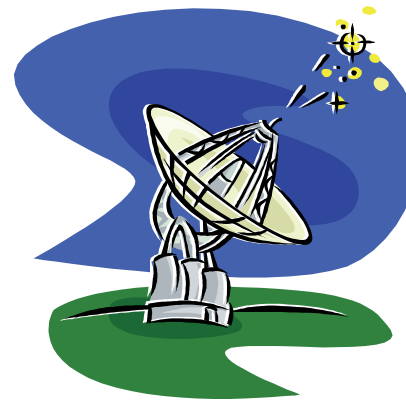

Patient and Guest Wireless Internet Access Guide



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Ergonomic Tips

- ◆ **Place your laptop on a stable table** –You should use your bedside table to support your laptop. Position the head of your bed so that you are slightly reclined and tilt the screen so that you are looking as straight ahead as possible without looking down. Try to keep your chin tucked instead of bending forward to see your screen. Avoid positioning your laptop on your lap. There are two reasons for this: 1. the heat thrown off by these units has been shown to cause internal damage to the laptop when positioned on laps for regular periods of time and 2. this positioning will result in poor posture and positioning for your neck, shoulders and back.
- ◆ **Keep your wrists straight while typing** – Adjust the height of your bedside table so that your laptop keyboard is at the height of your elbows.
- ◆ **Maintain a comfortable viewing distance** – Position laptop screen approximately 18” – 30” from yourself.
- ◆ **Keep glare off of the screen** – Tilt the screen, close window blinds and adjust lighting in room.
- ◆ **Supporting your arms** – Place a pillow under your arms for support while you are typing.
- ◆ **Stretch!** Be certain to take a break from looking down at your laptop. Look away from the laptop, bring your shoulders back and look up every ½ hour.



Introduction

MGH is pleased to provide free wireless internet access so you can stay connected to family and friends using your personal laptop computer while you are here.

Your laptop must be free from defects and in full functioning order. Use of a laptop in the hospital is prohibited if there is any physical damage to the laptop or the power-supply. Before getting started, please take a moment to review this booklet.

Background / Safety Guidelines

Like any electronic device, the presence of a laptop in a patient area raises concerns of electrical and other safety issues, e.g., overheating, fire and burns, and infection control. Typically, these devices are designed using “electrical safety” standards to prevent stray current from escaping the device. MGH requires patients and guests to ensure they conform to MGH’s Policy/Safety Standards written in the MGH Patient and Guest Wireless Internet Access Guide, and in the PHS Acceptable Use Policy found online during logon to Patient and Guest Internet Access. For a laptop to be of practical value to a patient, the patient must be able to use a laptop while in bed. Manufacturers typically warn against the use of laptops on a bed or any soft surface that might block air circulation for cooling. Patients should also employ proper ergonomics while using a laptop in bed. These precautions should be taken to avoid situations that would contribute to an increased risk of injury.

Policy/Safety Standards

1. The patient or guest must **check with the patient’s nurse** before using their laptop to make sure it will not interfere with the patient’s plan of care.
2. Patients and guests may use a laptop at the bedside if:
 - a. The patient or guest’s personal laptop computer and its accessories, e.g. the power cord, are in full functioning order and meet the MGH safety standards, as well as following any restrictions required by PHS Information Systems.
 - b. The patient has no exposed conductive intracardiac leads, e.g., pacemaker wires.
 - c. The laptop is only used on a solid surface such as a bedside table.

Policy/Safety Standards (continued)

3. The charger may only be used away from the bedside or on the bedside table. Under no circumstances should the charger be on the bed.
4. All audible alarms, including anti-motion alarms, reminders, and any other sound feature on the laptop must be turned off at all times for the comfort of all patients. If sound is required, such as when listening to music or watching video clips/movies, headphones must be worn.
5. The patient or guest will not engage in any illegal activities while using the Wireless Patient and Guest Internet Access.
6. MGH is not responsible if the laptop is stolen, damaged or comes in contact with fluids or radioactive material during use at the hospital.
7. Use of the Wireless Patient and Guest Internet Access is at the patient or guest's own risk. MGH is not responsible for any computer viruses that may infect the laptop via the connection, or for any unintended disclosure of personal information via the connection.
8. **MGH does not guarantee that the patient or guest's laptop will work with the Wireless Patient and Guest Internet Access and cannot provide technical support or troubleshoot hardware, software or connection problems they may experience during use at MGH.**
9. Any restriction or monitoring of a minor's access to the Wireless Patient and Guest Internet Access is the sole responsibility of the minor's parent or guardian.



Helpful Websites

Please note there are many unreliable health information resources on the Internet. You should always consult your doctor or nurse regarding any questions you may have about health related information. You may also visit the Blum Patient and Family Learning Center in the Main Corridor, White Building, first floor to learn about educational materials and research tools from our health education librarian (617) 724-PFLC (7352). If you are interested, these are some of the health related website we suggest:

- ◆ **Massachusetts General Hospital**
<http://www.massgeneral.org/>
- ◆ **Blum Patient and Family Learning Center**
<http://www.mgh.harvard.edu/pflc/>
- ◆ **Massachusetts General Hospital Cancer Center**
<http://www.massgeneral.org/cancer>

You can create a care page so that you can stay in touch with family and friends.

- ◆ **Massachusetts General Hospital CarePages**
<http://www.massgeneral.org/carepages/>



Tips & FAQs

What is the SSID of the Patient and Guest Wireless Network?

This SSID is **phspiaguest** (case sensitive).

What is an SSID?

SSID is an acronym for Service Set Identifier. The SSID is a sequence of up to 32 letters or numbers that is the ID, or name, of a wireless local area network. The SSID is broadcast to all wireless devices within range of the network access point.

Is there a key for the Patient and Guest Wireless Network?

No. The network is open to any patient or guest that wishes to use it as long as they agree to MGH's Patient/Guest Wireless Internet Access Policy.

Is the Patient and Guest Wireless Network encrypted?

No. Information sent over this network is not encrypted and may be visible to others.

Can I use VPN or Remote Desktop to connect to my office?

Yes, but the Patient and Guest Wireless Network is not encrypted so information sent over the network may be visible to others.

I was disconnected from the Internet what should I do?

Restart your laptop and check to make sure you are still connected to the Patient and Guest Wireless Network. If you are not connected, go back to the beginning and repeat the steps to connect back to the network.

Does MGH provide any assistance in troubleshooting or connecting the laptop to the Patient and Guest Wireless Network?

No. Technicians are not responsible for connecting the laptop to the network or troubleshooting problems.

Will a Macintosh (Apple-Mac) laptop work with Patient and Guest Wireless Network?

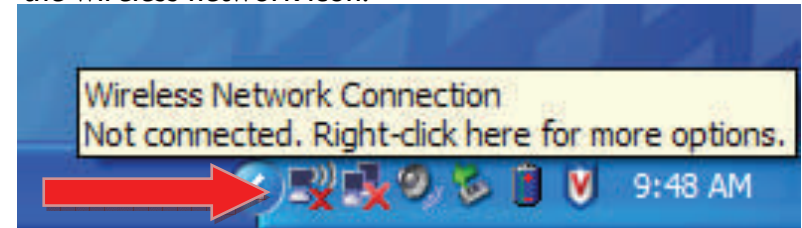
Yes. When configured correctly your Apple laptop will work on the Patient and Guest Wireless Network. Connect your laptop as you normally would to any wireless network.

Instructions

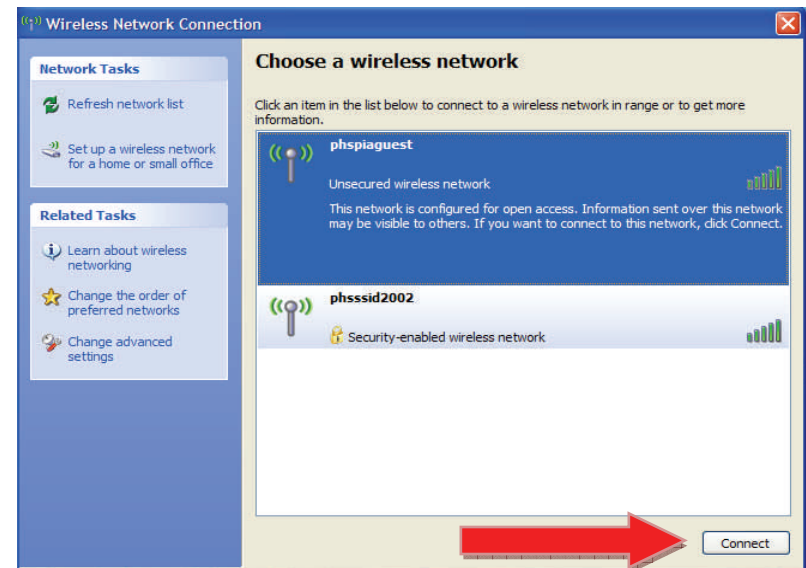
Please note:

Steps will vary with different wireless cards, software and operating systems. These instructions were designed using Windows XP (SP2) using the windows wireless network configuration tool.

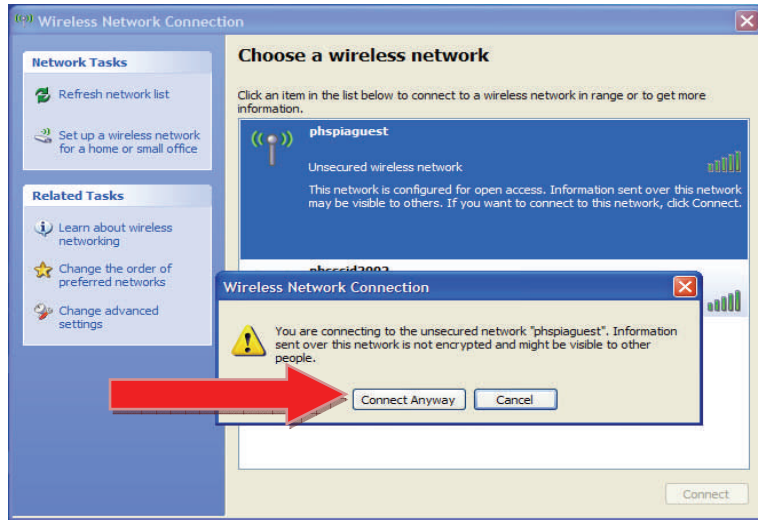
1. From the desktop, on the bottom right hand corner, find the network icon for your wireless network adapter. Double click on the wireless network icon.



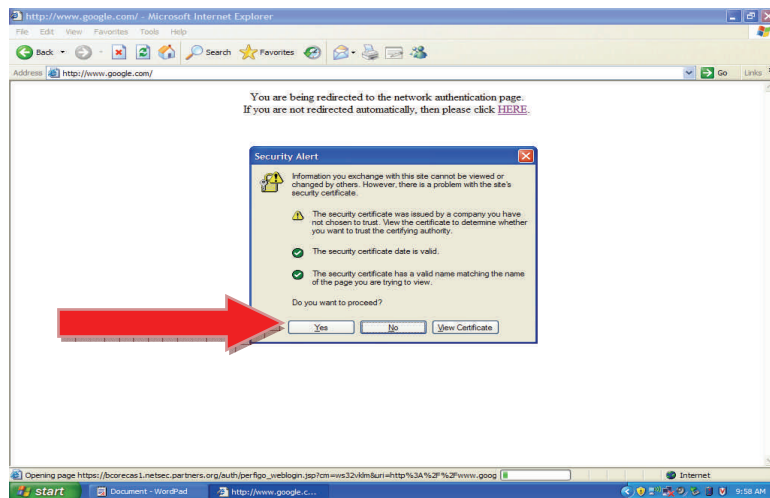
2. After clicking on the wireless network icon it will open the Windows Wireless Configurer which will show all available wireless networks in range. Select the **phspiaguest** (this is the guest wireless SSID) wireless network and click connect.



- After clicking connect, you will be prompted with the message, “You are connecting to the unsecured network, “phspiaguest”. Information sent over this network is not encrypted and might be visible to others.” Click connect anyway to connect to the wireless network.

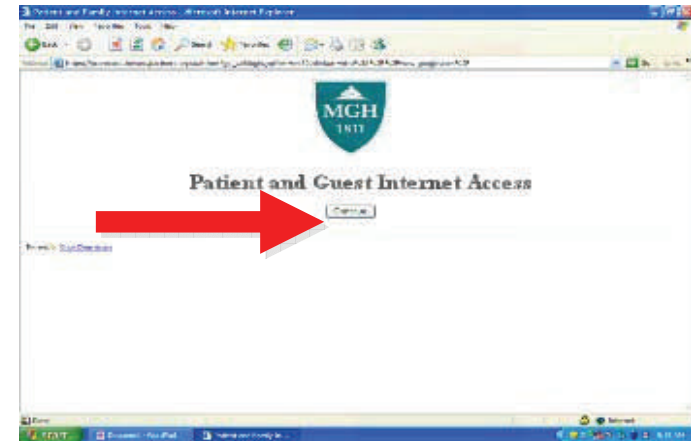


- Open up a web browser by typing in a URL on the address bar, such as <http://www.google.com/>
 * A security alert pop up will be displayed, click on Yes



- The MGH Patient and Guest Internet Access web page will appear, click on Continue:

* Note this next step is **REQUIRED** prior to using the Patient and Guest Wireless Internet Access!



- A web page will be displayed with the PHS Acceptable Use Policy. Please read this carefully. After agreeing to the PHS Acceptable Use Policy, open up a new browser window and you will be able to access the Internet.

