

Wireless Vendor Interview Guide for Hospitals

Purpose

Use this guide to evaluate whether a wireless vendor truly understands hospital environments and can deliver reliable sensor performance.

Core Principle

Most wireless failures in hospitals are not IT problems. They are caused by the building itself.

Architecture and Materials

- How do you account for construction materials like concrete, lead-lined walls, and metal framing?
 - What impact do these materials have on your system performance?
 - How do you handle areas with heavy shielding like radiology or imaging rooms?
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Layout and Building Design

- How do you design for long corridors with fire-rated walls and smoke compartments?
 - What happens when sensors are placed behind multiple walls or doors?
 - How do you address signal loss in basements and sublevels?
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Vertical Challenges

- How does your system perform across multiple floors?
 - How do you handle signal limitations between floors?
 - Where do you place gateways to account for vertical signal loss?
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High-Risk Hospital Areas

- How does your system perform near elevators, stairwells, and mechanical rooms?
 - What is your approach for equipment-dense spaces with high interference?
 - Have you tested in active hospital environments?
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Site Assessment Approach

- Do you perform on-site assessments or rely only on drawings?
 - Do you involve facilities teams during site walks?
 - What specifically are you looking for during an assessment?
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Environmental Change Management

- How does your system adapt to renovations or layout changes?
 - What happens when departments move or new walls are added?
 - How do you identify risks before changes impact performance?
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Interference and Congestion

- How does your system handle interference from Wi-Fi, Bluetooth, and medical devices?
 - What happens in high-density wireless environments?
 - How do you prevent data loss during peak usage?
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Gateway and Sensor Placement

- Where do you recommend placing gateways and why?
 - What are the risks of placing gateways in IT closets or behind barriers?
 - How do placement decisions impact battery life and reliability?
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Reliability vs Signal Strength

- How do you measure reliability over time?
 - What data do you provide beyond signal strength or “bars”?
 - How do you prove consistent data delivery?
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Final Evaluation

A qualified vendor should: - Speak clearly about building materials and layout - Understand hospital-specific challenges - Include facilities teams in planning - Focus on reliability, not just signal strength

If they cannot explain how the building affects performance, they are not ready for a hospital environment.