



The Heart Beat

Get the news you want, when you want it.

FAQs

What is The Heart Beat?

The Heart Beat is LCMC Health's digital employee communications tool that serves as a primary source of LCMC Health and hospital news and information for all team members no matter where they work or their role in the system. Available as an app and a website experience, The Heart Beat gives you quick and easy access to the news, information, resources, and people you need at LCMC Health.

Who can join The Heart Beat?

The Heart Beat is open to all LCMC Health employees—hourly and salaried in the hospital, in an office, or remote—everybody is welcome.

Why should I join The Heart Beat?

The Heart Beat will give you quick and easy access to news, information, resources, and people you need at LCMC Health. It offers you a collection of employee-focused, social-media-like channels that cover a range of topics. From what's happening globally at LCMC Health to what's happening locally at your hospital or facility, The Heart Beat keeps you informed.

The Heart Beat is also customizable, and in just a few easy steps, you can personalize your experience. Subscribe to the topics you want and catch up on what's new in just a few minutes a day with content that's summarized in your newsfeed or home page.

Push notifications also provide you with real-time updates for quick access and possible action.

What are the other key features of The Heart Beat?

Beyond being able to get all the latest LCMC Health news and information personalized based on your interests, The Heart Beat offers other features that include:

- Engaging with LCMC Health leaders
- Connecting with co-workers from your location and across the system
- Sharing your LCMC Health stories, pictures, videos, and experiences
- Interacting with content, posting comments, responding to the news, and answering polls

Does it cost anything to join The Heart Beat?

No. The app and website experiences are both free.

Do I have to join The Heart Beat?

No. The Heart Beat is entirely optional. However, we encourage you to join, given that The Heart Beat will be the primary source for LCMC Health news and information going forward.

I've just joined via the web but also want to use the app. Do I need to rejoin on the app?

No. You only need to join The Heart Beat once. The Heart Beat "remembers you" across the experiences, so you don't need to re-register on different platforms. After you download the app for the first time, you will need to enter our organization code, "LCMC". Then enter the username and password you created on the web into the app login screen. You'll then be able to access The Heart Beat via the app, as well.

Can I use The Heart Beat on my personal smartphone?

Absolutely. The FirstUp app—which is the "doorway" to The Heart Beat—can be downloaded to your smartphone. The app is iOS and Android compatible.

Do I have to enable push notifications?

No. Push notifications are entirely by choice.

Can I contribute content to The Heart Beat?

Not only can you but it's encouraged! The Heart Beat is a community. It's for our team members, by our team members. It's where you can interact with leaders and connect with colleagues from around the system. It's where you can share your voice, tell your stories. It's where we all become one LCMC Health.



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Are there restrictions as to what can be shared on The Heart Beat?

Yes. Our Code of Ethical Conduct, Harassment, and Social Media policies apply to The Heart Beat, so in particular, anything of a profane, discriminatory, or defamatory nature is strictly prohibited.

What about languages? Is the content only in English?

The Heart Beat has built-in translation capabilities. The platform automatically adapts to your smartphone or computer language settings, offering you the option to translate text into your native language.

What is FirstUp?

FirstUp is a software platform. It's the behind-the-scenes engine that runs both The Heart Beat app and website experiences. You will notice FirstUp most with the app, as its icon will appear on your smartphone's home screen.

Will my employee data be used with The Heart Beat?

Only to authenticate that you are an LCMC Health employee. When you first register with the app or the website, you will need to enter your @LCMHealth.org email. The system will verify you as a LCMC Health employee and take you to The Heart Beat experience. This verification step only needs to happen once. After you register, you will log in via your chosen username and password.

Will my use-data be collected if I join The Heart Beat?

Yes and no. The system will show if you are registered and the channels you have selected to follow, as well as if you have chosen to receive push notifications. The system will also identify you as the user if you post content, leave comments, or share content to your social feeds such as Facebook or LinkedIn, where applicable. Beyond that, any user data collected by the system is essentially anonymous. The system can only see the "what"; not the "who".

Will my data be protected if I join The Heart Beat?

Yes. The Heart Beat operates in a secure environment and complies with LCMC Health standards. Our partner, FirstUp, takes security seriously. Its industry-leading security, privacy and compliance processes are in place to help ensure data security. It's one of the reasons FirstUp was selected from a wide range of firms offering employee communications platforms.

Will my privacy be protected if I join The Heart Beat?

Yes. The Heart Beat complies with government- and company-mandated data privacy protections, including General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA). Access is restricted to those few in the organization authorized to view employee data. Multiple layers of controls are built-in to deliver a customized experience without compromises and for peace of mind.

Can I "unjoin" from The Heart Beat?

Yes. You can send your request to leave the platform to LCMC Health Internal Communications at TheHeartBeat@LCMHealth.org. Your membership will be stopped within 72 hours from the time of receipt of your request.

Can I also remove my data, including anything I've posted, from The Heart Beat?

Yes. From The Heart Beat experience, go to your account settings (upper right corner of the screen) and select "Edit profile" and then "Erase all my personal data". You can also send your request to remove all your data from the platform to LCMC Health Internal Communications at TheHeartBeat@LCMHealth.org. Your information will be removed from the system within 72 hours of the time of receipt of your request.

Who can I contact for help if I have problems with The Heart Beat?

You can route technical problems to support@firsup.com. You can also check The Heart Beat for Tips & Tricks channel for our troubleshooting guide. Any general inquiries or questions can be sent to LCMC Health Internal Communications at TheHeartBeat@LCMHealth.org.

Who can I contact if I have more questions?

You can reach out to your local Marketing representative or contact LCMC Health Internal Communications at TheHeartBeat@LCMHealth.org.