



What you need to know

Your healthcare organisation requested a ride for you through Uber, a rideshare platform that connects passengers with nearby drivers, who use their own cars to give you reliable, comfortable rides.



Our commitment to your safety

Driver screening

All drivers who use the Uber app must be licensed for private hire by their local authority, including an enhanced background check (DBS).

Visibility

Your healthcare organisation has your driver's information and will be notified when you've been picked up and dropped off. They will also be able to follow your journey in real time.

Trip Insurance

All vehicles used by drivers on Uber's rideshare platform are insured in case of an accident.

Data safety

In order to request your ride, your healthcare organisation will be sharing your name, phone number, and pickup and dropoff addresses with Uber.

The Uber Health dashboard will then share your pickup and dropoff addresses and first name with the driver to make sure they can collect you and deliver you to the right location.

Uber doesn't share your information with commercial parties. If you have an existing Uber account, your journeys on Uber Health will not be connected with your account. You will not receive any marketing messages from Uber if you use Uber Health.

For more information on how your data is handled and how you can exercise your rights, please visit Uber's Privacy Notice at privacy.uber.com/notice.



Contact Support 24/7

In case of emergency, please call 999.

For any other support or in case of an incident, contact your healthcare organisation or call the Uber Support phone line for healthcare rides:
+44 8081-890933

Tips for your first ride

After the ride has been scheduled, you'll receive a text message with details about the driver and their vehicle. If you don't receive it, contact your healthcare organisation directly for this information.



Be ready to go

If your ride has been scheduled, please be ready to go 5 minutes early. If you're redeeming your own ride, make sure you're ready to go when you reply to the text.



Check your ride, every time

Using a smartphone, you can open the trip link from the text message to view the driver's photo and details. If you don't have a smartphone, your healthcare organisation will give you a note with the driver and vehicle details. Make sure you get into the right car: match the licence plate number and the car make and model. You'll be able to call your driver through our anonymous call service if you need to.



Leave your route and payment to others

Your driver has your pickup and dropoff locations, as well as turn-by-turn GPS directions. Payments are taken care of electronically by your healthcare organisation.



Give feedback and reviews

Please share thoughts about your ride with your healthcare organisation. If you left an item in the vehicle, contact your healthcare organisation and they'll work with Uber to track it down. Alternatively, you can contact the 24/7 Uber Health Support line directly at **+44 8081-890933**.

Uber

Can't find your driver?



Look around

Your driver might be across the street.



Contact the driver

Call or text your driver to coordinate the pickup.



View trip details

Open the trip link to see where your driver is, if you have a smartphone.



Don't wait too long

If it's been more than 5 minutes, you may get a text that the driver cancelled; please contact your healthcare organisation to arrange another ride.