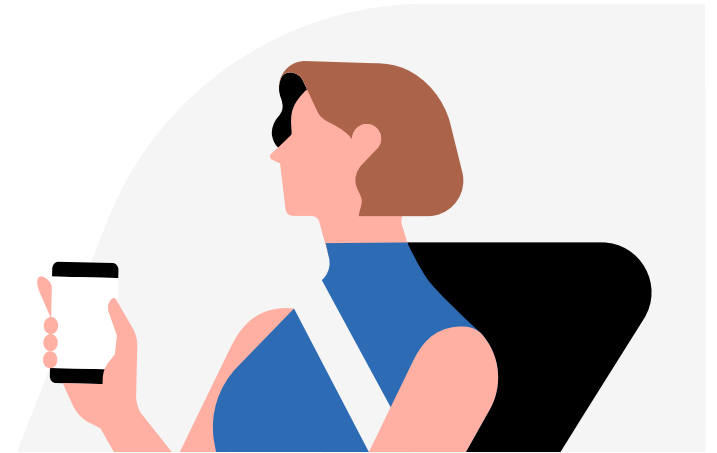




# What you need to know

Your healthcare organization requested a ride for you through Uber, a rideshare platform. Uber's technology connects you with nearby drivers, who use their own cars to give stress-free, comfortable rides.



## Our commitment to your safety

### Driver screening

All potential drivers in the US must complete a screening before driving with Uber, and current drivers are screened on an ongoing basis

### Visibility

Your healthcare organization has your driver's information and will be notified when you've been picked up and dropped off

### Trip Insurance

When you ride with Uber, your trips are insured in case of a covered accident

# Tips for your first ride

After a ride has been requested and once a driver has accepted the request, you'll receive a text with details about the driver and their vehicle. If you don't receive it, contact your healthcare organization 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

Make sure you get in the right car: match the license plate number and the car make and model with your text. If you're using a smartphone, open the trip link from the text to view the driver's photo.



## 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 organization.



## Give feedback and reviews

Please share thoughts about your ride with your healthcare organization. If you left an item, contact your healthcare organization and they'll work with Uber to track it down.

## Can't find your driver?



### Look around

The driver might be across the street. Use caution if crossing the street.



### Contact the driver

Call or text your driver to coordinate the pickup.



### View trip details

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



### Don't wait too long

If it's been more than 5 minutes or you get a text that the driver canceled, contact your healthcare organization to request another ride.

Uber