

# Uber Health

## Request rides with the Uber Health Dashboard

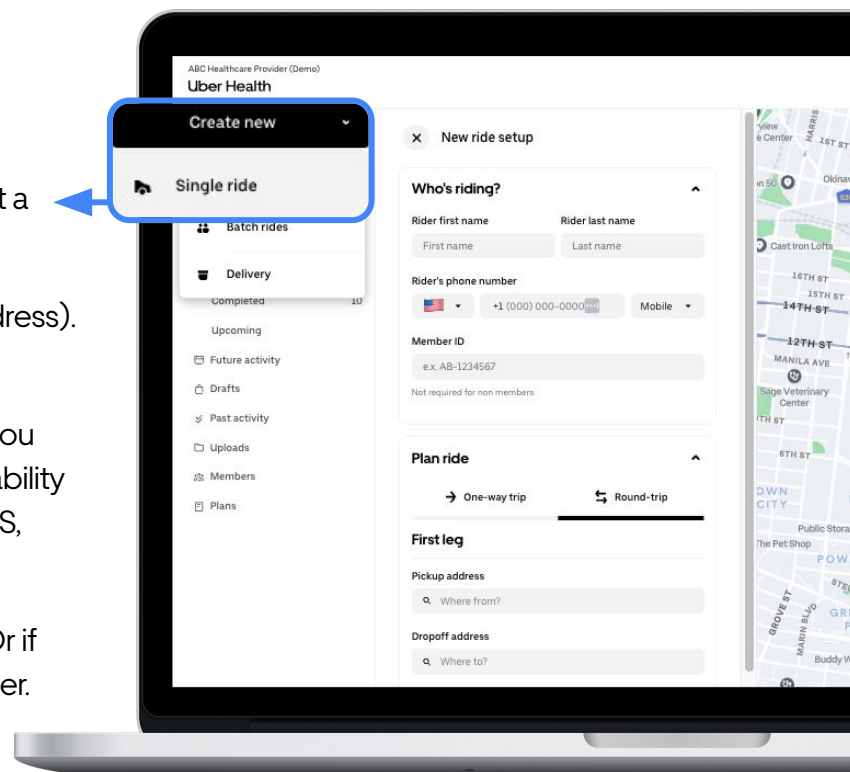
Your organization now lets you request rides on behalf of patient and staff using the HIPAA enabled Uber Health dashboard



Identify a ride need for a patient or staff member? Use the Uber Health Dashboard.

### Request a ride

- Go to [health.uber.com](https://health.uber.com)
- Click **Create New** then **Single ride** to request a trip.
- Enter rider information (name, phone, and address).
- Then select ride details, including one-way or round trip and **Pickup now** or **Future ride**. If you select **Future ride** you can give the rider the ability to choose when they get picked up, using SMS, with the **Make it flexible** option.
- Click **Set up ride** to complete your request. Or if not ready, **Save as draft** to come back to it later.



### Don't have access to the Uber Health dashboard?

Check to see if you have an email from [noreply@uber.com](mailto:noreply@uber.com) inviting you to register. (When signing up do not use your personal phone number to avoid linking with an existing Uber account).

If you did not receive an invite, check your spam folder or ask your administrator to provide access. Invite links expire after 7 days. Your administrator can resend the invite as needed.

Please reach out to [support@health.uber.com](mailto:support@health.uber.com) for any account-related issues →

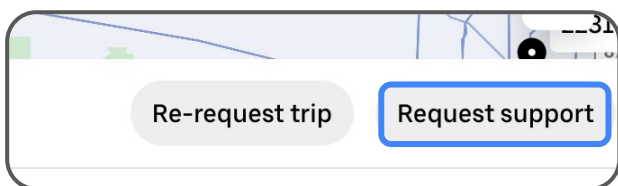
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## How to contact support

**Call 911 in emergencies.** Next, notify Uber Health via support channels below, so Uber can escalate and monitor as necessary.

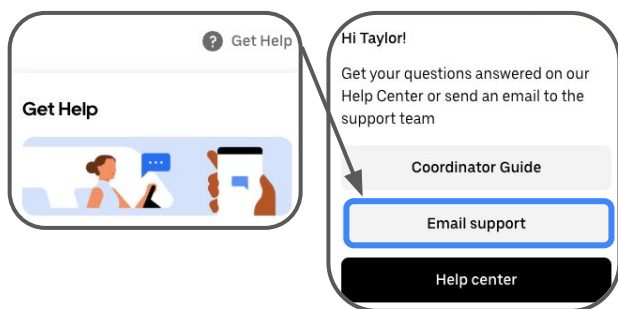


### 3 ways to contact Uber Health support →



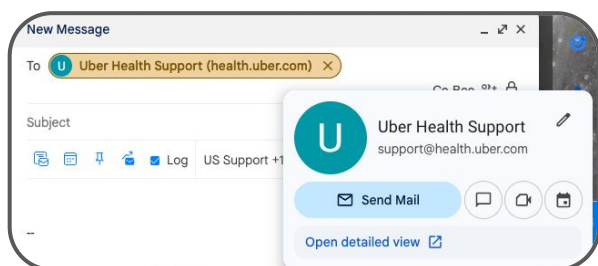
#### Trip Ride Card

Navigate to 'Past Activity' and find the individual trip ride card that needs support. Click 'Request Support' and an email will be populated to our support team, including the **Trip ID**. Describe the **issue** and send to our team.



#### Health Dashboard

Click "Get Help" in the upper right hand corner, then "Email Support." Include the **Trip ID** and the **issue** and send to our team.



#### Direct Email

Email [support@health.uber.com](mailto:support@health.uber.com) from your email browser. Include the **Trip ID** and the **issue** and send to our team.

### Support can be requested up to 30 days after a trip for situations such as →



#### Lost Items

Coordinator connects member + driver directly to arrange return of item. A lost item return fee paid to driver + charged to organization.



#### Driver Complaints

Driver complaints may cover a smelly car, unsafe driving, rude driver, etc.



#### Fare Disputes

Questions on cancellation fees or concern over fares charged on specific trips.