

Privacy and security are top of mind

Uber takes patient data, privacy, and confidentiality seriously. To ensure that protected health information (PHI) is handled with appropriate care, we've built HIPAA compliance into Uber Health from the ground up.



Dedicated healthcare team

To better serve the healthcare market, Uber Health has HIPAA-trained professionals dedicated to building technology for healthcare.



Business associate agreements

Uber will sign a business associate agreement (BAA) with your organization. Under a BAA, Uber is committed to performing steps that safeguard and protect PHI.



Data encryption

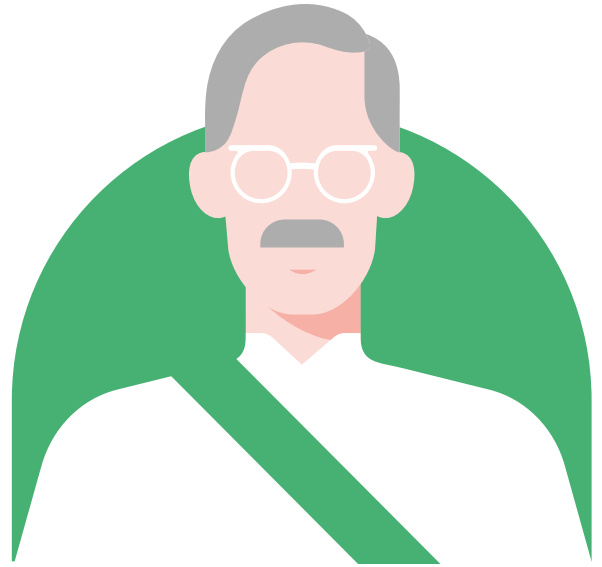
Rider information for Uber Health is encrypted as a safeguard for handling PHI when ordering rides for patients.



Unidentifiable Uber trips

When a driver receives an Uber Health trip request, it is indistinguishable from any other type of Uber request, to ensure patient privacy and security.

Calibrated for safety



Protecting patients

Easy driver identification

When a driver accepts a request, the rider is sent an SMS with the driver's first name, vehicle information, and license plate number. No app or smartphone required.

Driver screening

All drivers must undergo a background screening process before they can drive with Uber. Once they're in our system, we continue to evaluate driver quality with every trip.

Ongoing safety monitoring

Uber sends a daily report to drivers about how their driving patterns and speed compare with other drivers, along with suggestions for how to provide a smoother, safer ride.

Features you can rely on

No need for cash

Uber Health trips are billed directly to the organization ordering the ride, so your patients will not have to pay the driver or submit receipts.

Live Trip Details

The Uber Health dashboard provides passenger trip information, so you have a record of where a driver goes during each ride for an added layer of security.

HIPAA-trained Support

Whether someone left their belongings in a car or has a question about their ride, our customer support team is ready to respond to any issues through the Uber Health dashboard.