

UBER Health

Built with Compliance

Uber takes patient privacy and confidentiality seriously. To handle Protected Health Information (PHI) with appropriate care, we've built HIPAA compliance into Uber Health from the ground up.



“In June 2017, we conducted a HIPAA Risk Analysis of the technical, physical and administrative controls related to Uber Health’s new dashboard and technology. Our team concluded that Uber Health has an unusually robust security environment involving numerous information security safeguards.”

– Robert L. Chaput, CEO Clearwater Compliance

Dedicated Healthcare Team

To better serve the healthcare market, we have an HIPAA-trained Uber Health team dedicated to building technology for healthcare.

Data Encryption

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

Business Associate Agreements

Uber will sign a Business Associate Agreement (BAA) with your organization. Under a BAA, Uber is committed to performing steps which safeguard and protect PHI.

Unidentifiable Uber Trips

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

To learn more about Uber Health’s data & privacy controls, reach out to our partnerships team at partnerships@health.uber.com

Calibrated for safety

Safety is fundamental to Uber. Our technology enables us to focus on rider safety before, during, and after every trip to create a high standard of service for your guests.



Easily Identify Your Driver

When a driver accepts a request, the rider sees his or her first name, vehicle make, model and color, and license plate number.



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.



Driver Screening

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



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.



No Need for Cash

Uber allows for seamless, cashless transactions, which means no more broken credit card readers, lack of change or arguing about fares.



Ongoing Safety Monitoring

A daily report is sent to drivers about how their driving patterns and speed compare to other drivers in their city, along with suggestions on how to provide a smoother, safer ride.