Uber Health

Removing transportation barriers to care

Dan Trigub
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Ridesharing has changed the way people move….

and can make a real difference in care.

Our mission:
We ignite opportunity
by setting the world
in motion.

Uber by the numbers

600+
Uber is available in more than 600 cities globally.

75M
Uber has more than 75 million monthly active riders.

10B
Uber has completed 10 billion cumulative trips.

60+
Uber is available in over 60 countries across six continents.

3M
We have over 3 million active drivers globally.

15M
Around 15 million Uber trips happen each day.

Evolution of Uber's healthcare efforts

In 2014, Uber experimented with flu shots on demand in the US. Since then, efforts like it have happened around the world:

- Diabetes and thyroid testing on demand in India

- Rides for breast cancer screenings in the US

- Rides to blood drives

- Haze masks on demand in Singapore

- Flu shots on demand in South Africa

- Adolescent vaccines in Brazil

- Telehealth awareness in Saudi Arabia

Lack of transportation is a barrier to care.

3.6M+

Annual appointments missed because of transportation issues[1]

30%

No-show rates nationwide, each open 60-minutes typically costing $200[2]

$ 150B

Lost annually by providers due to missed appointments[2]

Source: 1) Wallace & Hughes. Cost Benefit Analysis of Providing Non-Emergency Medical Transportation, 2) Gier, J , Missed appointments cost the U.S. healthcare system $150B each year - Health Management Technology, May 2017

Current NEMT solutions are falling short

Long & Unpredictable ETAs

Require **24-72 hours advance** notice for a ride

Imprecise pickup and dropoff ETAs; **usually +/- 3 hours**

Unreliable Supply

Driver no shows are common

Limited supply relative to demand- leads to taxi use as a last resource

Limited Transparency

No way to track ETA or ride progress in real time

High amount of fraud with an inability to detect, deter, or remedy it

Ridesharing can help patients get to and from care.

On-demand access in minutes.

Cost efficient, transparent pricing.

Established network that scales.

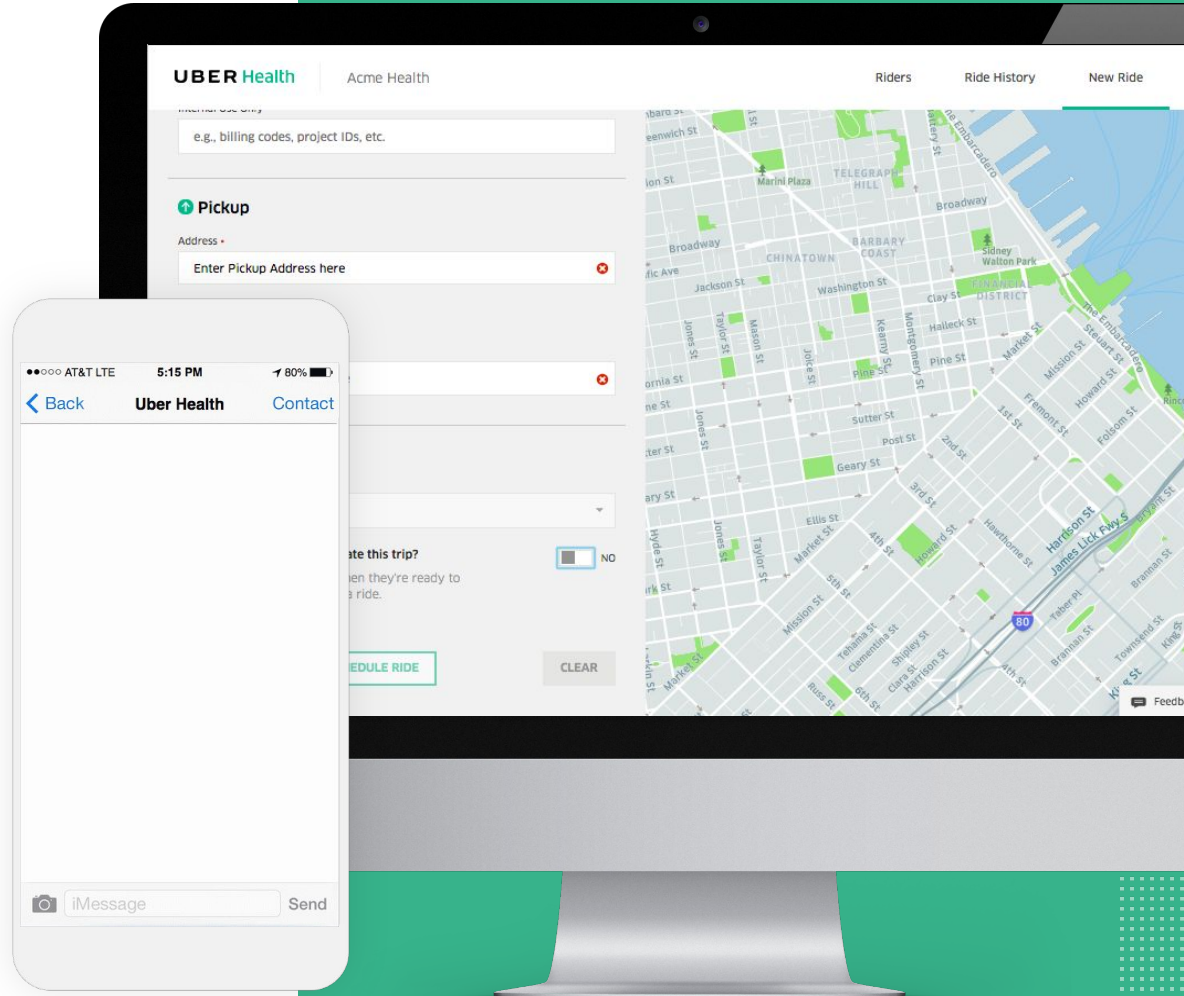**Easy for patients. Easy for healthcare.**

Build solutions that **protect healthcare organizations**

- HIPAA-compliant infrastructure

- Focus on patient privacy

- Comprehensive rider safety features

Build solutions **that provide access for all**

- Works without an app

- No smartphone required

- Caregiver can coordinate

  directly

Build solutions **that provide access for those in need**

- Wheelchair accessible vehicles

- Door-to-door assistance

"Uber WAV will empower people requiring wheelchair accessible vehicles to get a ride when they need one by simply pressing a button."

Tony Coelho
Co-author of the Americans with Disabilities Act

Real results that matter

- Prevented no-shows with rides less than 5 mins away

- Allowed transportation budget to go 40% further

- Increased schedule fill rates by 5-10 percentage points

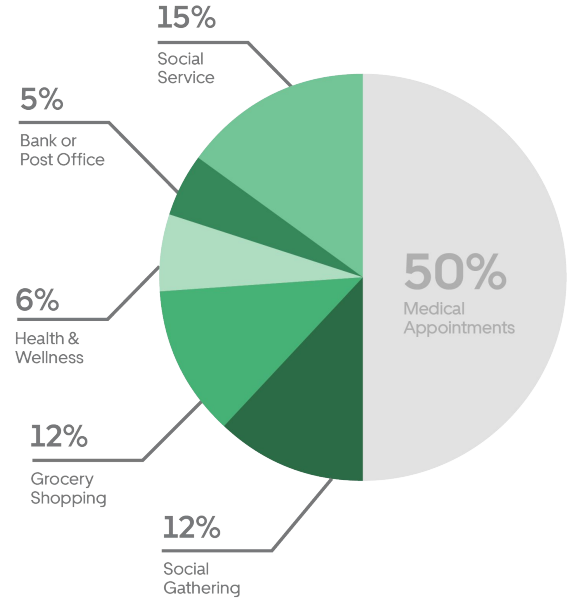"We can request an Uber trip in time to help a patient make an appointment they would otherwise miss."

Pete Celano
MedStar Health Institute

Healthy lives are more than just doctor appointments

Access to transportation gave seniors a sense of freedom and independence that ultimately increased their quality of life.

15% Social Service

5% Bank or Post Office

6% Health & Wellness

50% Medical Appointments

12% Grocery Shopping

12% Social Gathering

"Not only provided transportation service but gave them some freedom to get out of their home and get about in the City."

Little Brothers of the Elderly
Case Study

LITTLE BROTHERS FRIENDS OF THE ELDERLY

Build solutions that have **impact on overall health**

Rideshare can improve quality of life by 90% for seniors

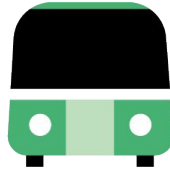# Road ahead for building healthier communities

Meal delivery

Prescription delivery

Medical device transport

Public transit modalities

Medicaid benefit solution

IVR Based Call Center

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