

Transportation Confirmation Guide

- **Uber Health**

- As soon as we submit the request for Uber, a robo call comes through along with a text message regarding details of pickup and time.
- The message also tells the patient they will receive a text when the driver is on their way.
- We usually submit our requests a week prior to their appointment unless we have an add-on or/STAT.
- Best advice for Uber patients:
 - Advise the patient you will send the information to the transportation team and they will receive a robo call and a text regarding their pickup time once submitted. If the patient asks, you can let them know requests are submitted about a week prior to their appointment, so they can look out for the pickup details about a week or 3-5 days before appointment.

- **Tricare**

- Instruct the patient to look out for Tricare an hour prior to their arrival time. If the patient has additional questions we can advise for them to reach out to Tricare 24 hours prior at 609-646-1002.
- If the patient wants information right away, advise them there is a turnaround time for requests and we submit their transportation requests closer to appointments for accuracy. If the patient continues to exist please reach out to transportation team.

- **Anthony's**

- They do their best to contact the patient with pickup information a day or two prior to appointment. If the patient calls in and their appointment is the next day, please send us an urgent email and tell the patient we will try to figure out pickup time.

- **Misc**

- Always confirm address and phone number for patient- this is a part of the call flow, but it is important for transportation.
- Please make notes regarding assistance.
- Anthony's cannot accommodate stretcher patients