

UAB Uber Program Study Coordinator - Frequently Asked Questions

Q: What is the UAB Uber program?

A: The UAB Uber program provides transportation to research participants who need services.

Q: How does UAB Uber work?

A: Study coordinators will identify participants in need of an Uber ride. If qualified, the study coordinator will schedule the participant's ride. Not all research participants are guaranteed an Uber ride because they are taking part in a study at UAB.

Q: Who is eligible for UAB Uber?

A: Rides will be approved by the study coordinator based on the participant's needs. Only **enrolled** study participants at UAB are eligible for Uber transportation services.

Q: What are the advantages of using Uber over Yellow Cabs and MTA transit?

A: Uber is 30-40% cheaper than other ride services.

Q: Where is UAB Uber currently being used across campus?

A: UAB Uber is currently being utilized at UAB's 1917 Clinic as well as within inpatient and ambulatory services prior to expanding to research participants.

Q: Does the research participant need to have an Uber account?

A: No. Study coordinators will go through a training session and be provided a username and password to schedule rides. Coordinators are responsible for scheduling the rides.

Q: How will the participant be notified when a ride is booked?

A: When a ride has been scheduled, the participant will receive an Uber informative text. The average wait time is between 3-5 minutes.

Q: How is it paid?

A: Uber rides will be financed by the study's budget.

Q: Are there any restrictions with Uber Health?

A: Yes. UAB's Uber program does not provide equipment, mobility, or wheelchair assistance to participants. Study coordinators are responsible for understanding a participant's needs prior to ordering an Uber ride.

Q: How do I get started?

A: Research units interested in providing this service to participants should contact Mark Marchant at 205-934-2098 or marchant@uab.edu to begin the implementation process.