



FAMILY HOUSE

Uber

## Requesting an Uber from Family House:

- Come to the front desk and ask to request an Uber to the hospital.
- Only persons listed on the reservation can take an Uber
- For hospitals listed below: Family House covers one (1) round-trip ride each day per room. Additional trips will be charged to your credit card.

*Make sure your phone is charged, in hand, and that the ringer is ON. You may receive text messages or calls from the driver.*

### Round trips are available to the following hospitals:

- AHN Allegheny General Hospital
- AHN West Penn Hospital
- UPMC Children's Hospital
- UPMC Magee-Womens Hospital
- UPMC Mercy

## Requesting an Uber to Family House:

1. Call Family House at **412-578-8650**. Please be standing at the pick-up location ready to go before calling.
2. Once the ride is requested you will receive a text message or call with the driver's name, vehicle information, and arrival time.
3. Before getting into the vehicle, ask for the driver's name and make sure the vehicle and license plate match the text you received. We are able to track your trip from pick up to drop off.
4. Check that you have all of your belongings before exiting the vehicle. We may not be able to contact the driver after the trip ends.

*Family House must book the Uber for the cost to be covered. If the hospital or a guest books the Uber the guest cannot be reimbursed.*

### **Cancellation:**

Uber drivers will only wait 2 min. before cancelling a trip. The driver might call you if they have trouble finding you. Please leave your phone on to avoid cancelled trips.  
***The cancellation fee is \$5.***



FAMILY HOUSE

Uber

## Self-Pay Ubers

- Guests are welcome to self-pay for Uber trips to other medical facilities like outpatient clinics and dialysis centers, as well as to additional shopping centers.
- We will charge the cost of the trip to your credit card (reservation must have credit card listed)
- Uber fares are not fixed and can't be determined ahead of time. The cost of the trip is sent to us after the trip has ended.