



## *Impact Exchange Rapid stART Rideshare Program*

Impact Exchange is pleased to announce that we have been able to continue the Rapid stART Rideshare (UBER) program that can be used by preliminary positive HIV clients for transportation to and from their home to their confirmatory appointments.

The Rapid start rideshare hours are Monday through Friday 6:00 am to 7:00 pm, closed all weekends and federal and state holidays. We recommend the client's appointments/rides start and end during business hours, this is due to issues that sometimes arise with using rideshare services. At times the client might miss a ride, the driver may not show up, or there may not be any drivers in the area, if that occurs the client will need to contact us to be able to assist with the issues. If the client's appointment/ride is before or after business hours and any of the above issues occur there will not be anyone to assist the client. If the appointments are booked for before or after hours it is highly recommended, they have another form of transportation as a backup, i.e., bus pass.

Client rides will begin and end at the client's home. If a client is homeless, the ride can be made to pick them up anywhere but must start and end at the same location. Clients cannot ask the driver to take them to another location or ask us to pick them up from another location. We also recommend clients find providers or services closer to home and schedule multiple trips in one day to help reduce costs.

Clients that require assistance from a caretaker or have a service animal are also welcome to use the rideshare service. Clients may have one caretaker ride with them. Also, because these are private vehicles, all animals riding must be service animals; unfortunately, this does not cover emotional support/therapy animals. Wheelchair assisted vehicles are not plentiful so clients may need to wait longer to get a ride, or a ride may not be available at all.

Clients needing emergency transportation to ER should call 911 as rideshare is not a suitable option.

The clients are allowed Rapid stART rides until Ryan White Part A eligibility is established.

Most importantly, for clients to use rideshare, a case manager or tester must contact us at 702-550-0818 to verify the client has been tested and the results were preliminary positive for HIV. When calling they must provide client information such as, Full Name, Date of Birth, Address, Address of Appointment, and Date of Appointment. At that time a ride can be booked for the client via the case manager or tester, or we can contact the client to set up the ride after speaking to the case manager or tester.

Once the ride has been booked the client will receive a text message from Uber, they will use that text message the day of their appointment to activate their ride. Once activated clients will be called or texted directly by their UBER driver prior to pick-up. If clients do not have a cell phone, this process will be more difficult but not impossible.

If there are any further questions, please feel free to reach out! We look forward to working with clients on this transportation option.