



Impact Exchange RWPA Rideshare Agreement

This agreement describes the process, procedure and rules that must be followed for Ryan White Part A (RWPA) eligible clients to participate in the Impact Exchange rideshare (UBER) program for transportation to and from Ryan White Service appointments. By signing below, you agree to all the rules listed in this agreement.

First Name:
Last Name:
Birthdate: (MM/DD/YYYY)
Home Address:

The client agrees to the following policies for accessing rideshare:

- Clients must call to schedule their first ride at **702-550-0818**.
- Clients must request rides the day prior to the appointment during **BOOKING** hours, with Monday rides requested on Friday, via phone call or text message. **Rides will ONLY be arranged Monday through Friday from 8am to 5pm, any rides not requested in advance and during booking hours will not be granted.**
- Rideshare is only for RWPA eligible clients and a new referral must be sent every 6 months. If eligibility is lost and/or referral expires, rides will not be able to be requested.
- Clients may only use rideshare to travel from their home to an eligible appointment (medical, pharmacy, dental, vision, behavioral health including counseling) and returned to their home. **Home only rides are not permitted.**
- Any rides that occur before or after business hours, 6 am to 7 pm, are not guaranteed.
- Rideshare is not for emergency transportation and clients should call 911 in case of emergency.
- Clients may not request additional stops or direct the driver to drop them off elsewhere. Client should go home right after their appointment.

- Clients that have multiple appointments/pharmacy will be taken from home and to ALL appointments/pharmacy before returning home.
- Clients are allotted \$200 a month in rides, this resets on the 1st of each month.
- Clients must follow the UBER rules, including rules regarding service animals. Emotional support animals are not covered.
- Accessible vehicles cannot be guaranteed due to Uber's limitations.
- Clients may only bring 1 person with them, if necessary, due to the number of people that can fit in a car.
- A caregiver is required to ride to and from appointments with the client if they are unable to get in and out of the vehicles, buckle, and put in/take out any personal items on their own.
- A caregiver is required to ride to and from any surgical procedures where clients will be given anesthesia. The client MUST provide caregivers name and contact information when booking their ride for any procedure. If a caregiver is not provided, transportation will NOT be booked.
- Clients are responsible for any lost or forgotten items. Clients may contact Impact Exchange and staff will report the lost/forgotten items to Uber. Impact Exchange CANNOT guarantee items will be returned; any fee for return of item is the client's responsibility.
- Clients that continuously miss rides, cancel rides, or use rides for non-medical appointments can be removed from the program.

Violation of any of these policies, misuse/abuse of program/staff can have clients removed from the rideshare program indefinitely.

Client Name:
Client Signature:
Date Signed:
Agency referring: