

Funded Transport Services



Purpose

The Auckland PHO Funded Transport Service enables patients experiencing financial hardship easier access to healthcare services.

Introduction

Auckland PHO provides a funded transport service, through **Uber for Business** for patients experiencing financial hardship, that is limiting their access to health care services. **This service is aimed particularly to improve access for high needs patients requiring primary care services such as immunisation, cervical screening, and long-term conditions support.**

Equity

The Funded Transport Service (FTS) programme is intended to benefit patients who would normally be prevented from accessing their general practice because of a lack of transport and/or resources.

Funding

Each practice is allocated a budget (based on a formula weighted for their high needs population). Once the annual budget has been used, access to the Auckland PHO – FTS Uber platform will be removed.

Eligibility/ Business Rules

Enrolled patients access to health care services via the FTS program is at the discretion of the practice.

- Patients who are funded for alternative transport options such as ACC, Total Mobility Scheme, National Travel Assistance and the Te Whatu Ora funding scheme, are **NOT eligible** for FTS.

Creating a Practice Account

Your Practice Manager or nominated “administrator” will receive an invitation to onboard with Uber for Business.

- 1) Accept the invite from Uber for Business and follow steps explained in the Invitation email.
- 2) An instructional video for Administrators can be found [here](#).

How to Book a Funded Uber

- For instructions on how to book a ride, please view the video [here](#).
- A copy of the Uber User Guide can be found [here](#).

Cancellation Policy

Please refer to the Uber cancellation policy: [cancellation policy here](#)

For Uber support

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