March 2020

Outcomes of Utilizing Uber Health to Improve Access to Healthcare at an Urban Student Run Free Clinic

Ciara Ivanics MS
Wayne State University, eh7758@wayne.edu

Emily Lau
Wayne State University, gm9734@wayne.edu

Julie Fynke MPH
Wayne State University, fg9555@wayne.edu

Ralph Williams MD
Wayne State University, rewillia2@wayne.edu

Juliann Binienda PhD
Wayne State University, aa7654@wayne.edu

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Introduction: The patient population of the Robert R. Frank Student Run Free Clinic (SRFC) often cite transportation as their most significant barrier to receiving care. Utilization of ridesharing services may reduce this barrier and improve patient adherence to clinic appointments.

Methods: All patients at the SRFC from February 2019 through November 2019 were offered participation in this IRB-approved randomized control trial (n=37). The intervention group was offered a roundtrip, free, pre-scheduled Uber Health ride, while the control group was offered free public transportation or utilized their own transportation. Participants received an appointment reminder by phone within two days of their appointment. No-show rates were collected over the study period. Post-visit surveys assessed transportation experience, satisfaction, and demographics. Data analysis was performed using evidence-based likert scales and SPSS. No-show rates were compared using an independent t-test.

Results: The study population includes adults over 18 years of age, with 77% being above the age of 46, 83% African American, and 77% women. No-show rates were statistically lower in the Uber group compared to the control group ($p=.007$). In the Uber group, 100% of participants reported they were satisfied or very satisfied with their Uber ride and 100% of participants reported that they would use Uber again.

Conclusion: Offering Uber rides to patients reduces no-show rates to clinic while providing reliable, satisfactory transportation. This data serves as crucial evidence that rideshare services are an efficient strategy for improving attendance at clinic.