

VA



U.S. Department
of Veterans Affairs

The VA provides free, confidential support 24/7 for Veterans and their family and friends. If you are in crisis, contact the Veterans Crisis Line by dialing 1 (800) 273-8255 (Press 1), or texting 838255, or visiting <https://www.veteranscrisisline.net>. If you are homeless or at risk of homelessness, contact the National Call Center for Homeless Veterans (NCCHV) by dialing 1 (877) 424-3838 or visiting <https://www.va.gov/HOMELESS/>.

OMB Number: 2900-0876
Expiration: 03/31/2023
Estimated Burden: 2 minutes

Your opinion matters.

The Veterans Health Administration (VHA) and Uber Health are partnering to offer Uber as an additional transportation option for Beneficiary Travel–eligible Veterans. The responses you provide will help inform the future of this program so we would greatly appreciate your candid feedback. Thank you for your service.

Take Our Survey

VA may utilize individual Veteran survey data from this survey or other sources to ensure the final scores truly and accurately represent the experiences of Veterans. This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 2 minutes to review the instructions and complete this survey. The results of this survey will be used to inform opportunities for program improvement in the quality of VA services. Participation in this survey is voluntary, and your decision not to respond will have no impact on VA benefits or services which you may currently be receiving. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at <https://www.reginfo.gov/public/do/PRAMain>. Information gathered will be kept private to the extent provided by law.



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Help us serve you better.

Thank you for choosing VA for your recent appointment. Please take a few moments to let us know about your recent experience riding with Uber Health transportation services. Thank you for your service.

This survey should take approximately 2 minutes to complete.

Without the transportation service from Uber Health, I would not have been able to attend my appointment. **Required**

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I felt safe riding with Uber Health. **Required**

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Uber Health was on time for my pickup. **Required**

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

VA staff helped me to understand the Uber Health transportation service. **Required**

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

My driver was professional and courteous. **Required**

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Overall, I am satisfied with my recent Uber Health transportation experience. **Required**

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Please select the VA Medical Center you are currently enrolled for your VA appointments. **Required**

- ☐ Lexington Health Care System (Lexington, KY)
- ☐ Roblex Rex VA Medical Center (Louisville, KY)
- ☐ Tennessee Valley Health Care System (Murfreesboro, TN)
- ☐ Tennessee Valley Health Care System (Nashville, TN)
- ☐ James H. Quillen VAMC (Mountain Home, TN)
- ☐ Memphis VA Medical Center (Memphis, TN)
- ☐ Kansas City VA Medical Center (Kansas City, MO)
- ☐ Eastern Kansas Health Care System (Topeka, KS)
- ☐ Robert Dole VAMC (Wichita, KS)
- ☐ John J Cochran Veterans Hospital (St. Louis, MO)
- ☐ St. Louis VA Medical Center-Jefferson Barracks (St. Louis, MO)
- ☐ Harry S. Truman Memorial Veterans' Hospital (Columbia, MO)

Would you be comfortable providing the primary reason for your visit for which you used Uber Health? **Required**

- ☐ Inpatient stay
- ☐ Recurring outpatient appointment
- ☐ One-time outpatient appointment
- ☐ Community care appointment
- ☐ Specialty care appointment
- ☐ Primary care appointment
- ☐ Other
- ☐ I am not comfortable providing the primary reason for my visit

Considering your recent transportation experience with Uber Health, how likely are you to recommend this program to another Veteran that gets healthcare services at the VA Medical Center? **Required**

Very Unlikely	Likely	Neither Likely nor Unlikely	Likely	Very Likely
1	2	3	4	5

Next

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Thank you so much for sharing your experiences using Uber Health with us. If you would like to learn more about the transportation options at your home VA Medical Center and surrounding clinics, please contact the Transportation Office POCs, available [here](#).

Please visit [VA.gov](https://www.va.gov) to explore benefits, resources, and information at VA.

[Logic: The link for the above titled "here" should direct the user to: https://www.va.gov/HEALTHBENEFITS/vtp/beneficiary_travel_pocs.asp]

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