

Do you need a ride?

Families who live in Allegheny County can receive free round-trip rides to their medical appointments at UPMC Children's locations.

Eligible locations include UPMC Children's in Lawrenceville, satellite locations of Children's North, South, and East, Children's Dental Hampton, and Children's Primary Care Locations of Oakland and Turtle Creek.

To schedule a ride:

1. Dial 2-1-1 on your phone (available 24 hours a day, 7 days a week)
2. When you reach the operator, press "9" (for human services)
3. Press "4" for transportation.
4. Ask to schedule a Lyft ride to your Children's Hospital appointment

Important information:

- Rides can be scheduled on-demand or maximum of 7 days in advance (please note that wait times are often lengthy and it is not realistic to rely on 2-1-1 to schedule rides on-demand)
- **If you do not know the exact time that your appointment will be over**, 2-1-1 can schedule the ride as "flexible" and you can request the return ride when you are ready to be picked up. To do this, mention that you would like a "flexible" ride home when speaking with the 2-1-1 navigator.
- **If 2-1-1 does not work, you can dial 1-888-553-5778.**

When you call 2-1-1, mention that you heard about the Lyft ride from UPMC Children's

When scheduling your ride, you must have this information ready:

- Address of pick-up
- Address of drop-off
- Date and time
- Name of Primary Rider (anyone under 18 must be accompanied by an adult)
- Number of Riders
- Phone number of primary rider
- Reason for Ride
- Your permission for 2-1-1 to contact you via phone call at a later date

If you have a change in schedule and need to cancel/change the ride time, PLEASE CALL 2-1-1 as soon as you know about the change. Free rides are not available to CCP locations or to non-medical appointments outside of Children's Hospital locations.

2-1-1 is not able to control availability of drivers. Some areas may not have rides available. In this case, 2-1-1 may be able to connect to other transportation resources.

Lyft has implemented extra health safety precautions to help protect riders and drivers from COVID-19. Lyft is working with the Centers for Disease Control and Prevention (CDC) to inform their health safety policies.

