



# FETCH

Free and Easy Transportation  
for Children's Health



## FETCH

Families whose children receive their care at UCSF Benioff Children's Hospital often have to go to great lengths to get their children to their appointments. One of the most common challenges is the lack of reliable and affordable transportation. This may cause children to miss important medical appointments and delay the care they need. Not only does this take a toll on the health of the child, but it also creates cost inefficiencies that can be a large problem for the hospital.

### What is FETCH?

FETCH is a novel service that provides no-cost rides to and from medical appointments for our patients and families who do not have access to reliable transportation.

FETCH is a partnership of Children's Hospital Oakland, Lyft, and Yoots, a non-profit created to facilitate transportation for families who need assistance getting to their medical or other appointments.



### What are the benefits of FETCH?

- More timely medical care.**  
*With reliable transportation, patients will be able to receive the care that they need in a timely manner. Greater access to preventive services can also reduce the need for more intensive care in the future.*
- More Efficient Healthcare Delivery**  
*The costs of missed appointments add up quickly, leading to inefficient healthcare delivery and extra expenses. By lowering the appointment no-show rate, we will become more financially stable and better equipped to continue to serve our community.*
- Patient Friendly Use**  
*FETCH will not require a personal Lyft account nor any personal payment information from the patient.*

### How does FETCH work?



Families can call 1-866-FETCH45 to schedule rides to and from their appointments.



A Lyft driver will pick up the family at home or at a location of their choosing and drive them to their appointment.



After the appointment, a Lyft driver will pick the family up and drive them to their destination.

Children under the age of 18 MUST be accompanied by an adult while using FETCH.