



MEMBER GUIDE

A La Carte Home Care

THE
LANBY

CONVENIENT CARE, BROUGHT TO YOU

As a Lanby member, you have access to on-demand in-home medical services across New York City. Whether you need labs, imaging, IV support, or a provider visit, these a la carte services bring clinical-grade care to your door—without a trip to urgent care or the ER.

HOW IT WORKS

- **Hours of Availability:** 9 AM – 5 PM, Monday - Friday
Appointments are typically available within 3 hours of your request.
- **How to Book a Visit:** Message your Lanby team through the member portal or call the office to arrange a home visit.

FREQUENTLY ASKED QUESTIONS

Who provides my at-home care?

All visits are staffed by licensed clinicians and technicians from The Lanby's trusted in-home care partner. Your Lanby care team remains your medical home and receives your visit notes to ensure seamless coordination.

What types of services are available?

You can request blood draws, IV fluids, medication administration, EKGs, X-rays, ultrasounds, and even provider house calls — ideal for routine testing or urgent needs without leaving home.

How quickly can I be seen?

Most visits are scheduled within three hours of your request, depending on your location and the type of service.

How does billing work?

Services are billed directly by the in-home care team. Payment is typically due at the time of service, and many lab or imaging fees may qualify for FSA/HSA reimbursement or insurance reimbursement depending on your plan.

Will my Lanby team be updated?

Yes. Your visit notes and results are securely shared with your Lanby team — usually within 48 hours — so your care plan stays connected and continuous.

Where are home visits available?

Home Visits are currently offered in New York - including the Hamptons - New Jersey and Connecticut. Outside of Manhattan there may be travel fees and/or slightly delayed response times.

Common Services and Pricing

Service	Standard Price	Response Time
Routine Labs	\$199	≤ 3 hrs
Complex or STAT Labs	\$299	≤ 3 hrs
IV Fluids / Medication Administration	\$449	≤ 3 hrs
X-Ray	\$449	≤ 3 hrs
Ultrasound	\$549	≤ 3 hrs
EKG	\$249	≤ 3 hrs
Provider Housecall (simple)	\$650	≤ 3 hrs
Provider Housecall (complex)	\$1,100	≤ 3 hrs

An additional \$100 applies before 8 AM or after 10 PM. Labs and medications may be billed separately and can often be reimbursed by insurance.

WANT AFTER-HOURS ACCESS?

Upgrade to The Lanby After-Hours Membership for unlimited telehealth coverage on nights and weekends and 10 % off all home care services. Contact your **Member Advocate** to learn more.