



MEMBER GUIDE

The Lanby After-Hours

After-hours urgent care is provided through a trusted third-party telemedicine partner. Care is delivered by their licensed clinicians, who work independently and are available to support urgent needs outside of regular Lanby hours.

THE
LANBY

HOW TO REACH THE AFTER-HOURS LINE

Call or text: 1-800-655-0101

Hours of Availability (365 days a year):

- **Weekdays:** After Hours is available from 8 AM – 10 PM, but during regular business hours (8 AM - 5 PM), please reach out to your Lanby team via your Member app.
- **Weekends & Holidays:** 8 AM – 10 PM

You'll be connected with a clinician via **phone, text, or video**, depending on your needs:

- **Urgent concerns:** typically answered within **5 minutes**
- **Routine concerns:** typically answered within **30 minutes**
- **Care summaries** will be securely shared with your Lanby team within 48 hours.

FREQUENTLY ASKED QUESTIONS

When should I use the After-Hours Line?

Use it for new or urgent issues that arise when The Lanby is closed – such as new symptoms, medication questions, or guidance about whether to seek in-person care.

Will my Lanby team know what happened?

Yes. Every encounter is documented and sent to your care team within 48 hours, so your ongoing care plan stays coordinated.

Can I get prescriptions through the After-Hours Line?

Yes. Clinicians can send prescriptions to your preferred pharmacy when appropriate. Controlled substances cannot be prescribed after hours.

What if I need to be seen in person?

If your situation requires in-person care, you'll be given multiple options, including the ability to escalate to an at-home visit (see below for additional fees).

Do I still contact my Lanby team during regular hours?

Yes. Your Lanby team remains your medical home. For follow-ups, care coordination, or routine needs, continue to reach out during business hours (Mon–Fri, 9 AM–5 PM).

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.

AT-HOME MEDICAL SERVICES

As a Lanby Member, you also have access to **on-demand in-home care** across New York City.

To request an in-home visit:

- **During office hours:** Message your Lanby team through the portal or call the office.
- **After hours, weekends, or holidays:** Call or text the **After-Hours Line** above.

Common Services

Service	Fee per Visit	Response Time
Routine Labs	\$179	≤ 3 hrs
Complex or STAT Labs	\$269	≤ 3 hrs
IV Fluids / Medication Admin	\$404	≤ 3 hrs
X-Ray	\$404	≤ 3 hrs
Ultrasound	\$494	≤ 3 hrs
EKG	\$224	≤ 3 hrs
Provider Housecall (simple)	\$585	≤ 3 hrs
Provider Housecall (complex)	\$990	≤ 3 hrs

An additional \$100 fee applies before 8 AM or after 10 PM. Labs and medications may be billed separately and are often eligible for insurance reimbursement.