



## **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.

## HOW TO REACH THE AFTER-HOURS LINE

**Call or text:** 212-925-1515

### **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.*