

Welcome to The Lanby.

We're so glad you're here. As a pediatric member, your child now has a dedicated team focused on helping them achieve their healthiest life through personalized, proactive care. This guide will help you get started, understand what to expect, and make the most of your child's membership.

CONTACT

Call and Text:

646-200-5750

Fax:

646-832-2523

After-Hours Care:

212-925-1515

Email:

admin@thelanby.com

MEMBER PORTAL

Login to your member portal [here](#).

LOCATIONS

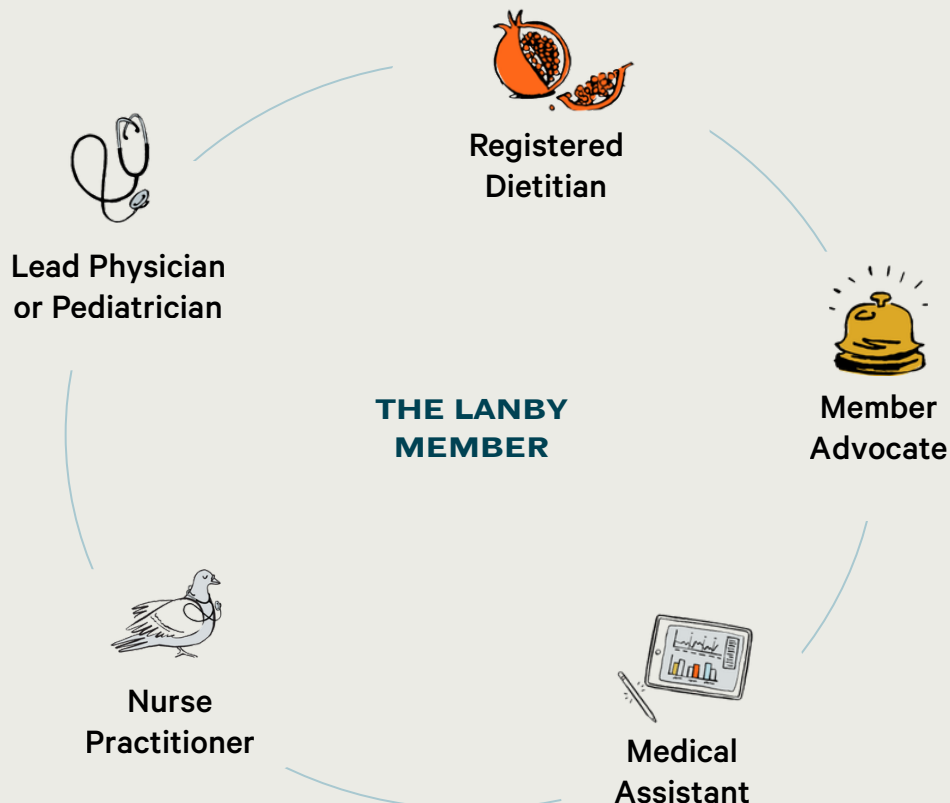
Midtown:

535 Fifth Avenue
Suite 603

Upper East Side:

116 E 63rd Street,
Unit 1A

MEET THE CARE TEAM



LET'S GET ONBOARDED

Step 1: Intake form

- Login to your patient portal: You can log into the HIPAA compliant patient portal on a web browser to schedule appointments, see your child's Care Plan, and chat with the Care Team.
- Complete the intake form: We recommend setting aside 30 minutes – share as much information as you can for us to prepare for your visit.

Step 2: Annual Baseline Visit

Your child's Annual Baseline Visit is completed in two parts, giving our team time to get to know your child, understand their health history and goals, and establish a comprehensive baseline for their care.

Part 1: Virtual Visit — 45 Minutes

- Parent-only visit with the Pediatrician and Wellness Advisor: This initial conversation takes place virtually with the parents/guardians. We'll discuss your child's health history, development, nutrition, lifestyle, current concerns, and your goals for their care.

Part 2: In-Person Visit — 45 Minutes

- Physical Exam + Lab Visit: Your child will come into the office for a comprehensive physical exam and age-appropriate lab work. This gives our team a clear picture of your child's current health and establishes their baseline for ongoing care.

Together, these visits give your Pediatrician and Wellness Advisor the full picture needed to build a personalized care plan for your child.

Stay in touch

As your primary care partner, we want to keep the lines of communication open. Here are some tips on how to stay in touch in between visits.

- Patient Portal: You can reach any member of your Care Team through chat in the patient portal.
- Text/SMS: If you prefer to reach us via text, save this number in your phone: 646-200-5750. We will also reach out via SMS to schedule future appointments.
- Email admin@thelanby.com: While using the patient portal is preferred to ensure our conversations get properly recorded and organized into your chart history, you can also reach your Care Team via email. Please expect longer turnaround times, as email is not monitored as closely as the patient portal chat.
- Members-only Newsletter: Upcoming events, group sessions, and product announcements will be shared with you via our newsletter.

FEEDBACK

To help us stay aligned, we always welcome your feedback. You can share thoughts, questions, or suggestions directly with your Member Advocate at any time through the patient portal. Your input helps us continue to refine and elevate your experience.

APPOINTMENTS & TIMELINESS

We know your time is valuable, and we're committed to making every visit as seamless and productive as possible. We'll notify you promptly if your appointment is delayed for any reason, and we ask that you extend the same courtesy to our team.

To ensure we can provide consistent, high-quality care to all of our Members, arriving late may require us to shorten or reschedule your appointment. If you need to reschedule, please let us know at least 72 hours in advance whenever possible.

Suggested Visit Cadence

- **Annual Baseline Visit:** Care begins with a comprehensive baseline assessment to establish your health history, goals, and key health markers.
- **Quarterly Care Check-Ins:** Beyond your Annual Baseline Visit, we recommend meeting with your Care Team quarterly to review your progress, discuss symptoms and goals, optionally track labs, and update your Care Plan as needed.
- **When You're Sick:** When you're not feeling well, reach out through the patient portal or SMS. Your Care Team will help you determine the right next step and get you the care you need as quickly as possible.
- **Additional 1:1 Visits:** You can request a visit with any member of your Care Team through the patient portal whenever you want to explore a specific concern or health opportunity—from advanced diagnostics and preventive screenings to genetic testing and continuous glucose monitoring.

URGENT CARE

There are occasions when a member's symptoms warrant swift medical intervention. In these circumstances, we may refer you to an Urgent Care or Emergency Department:

- Difficulty breathing or shortness of breath
- Vomiting & diarrhea
- Chest pain or pressure
- Cuts & burns
- Severe joint or back pain
- Head injuries
- Severe abdominal pain
- Pneumonia
- Sudden severe headache, paralysis, or weakness
- Uncontrolled bleeding
- Compound fractures

Member Perk: The Lanby After-Hours

For unexpected needs outside clinic hours, we offer access to trusted, concierge-level acute care through our After-Hours Membership. You'll receive private telehealth support plus seamless coordination for urgent in-home care when medically appropriate from 8 am to 10 pm 365 days a year. Please call or text 646-200-5750.

BILLING & INSURANCE

How will I be billed?

Beginning on the day of your Annual Baseline Visit (the first day of your membership), you will be charged on an annual basis in accordance with our membership agreement.

Insurance and Out-of-Network Benefits

Membership with The Lanby is not health insurance. We do not currently participate with commercial health insurance plans or federal health care programs such as Medicare or Medicaid. As a courtesy to members, The Lanby may provide you with a superbill which you can submit to your insurance for out-of-network reimbursement. Depending on the size of your out-of-network deductible and your plan, you may be eligible for reimbursement directly from your insurance provider.

Certain types of insurance (such as HMOs, EPOs, and Medicare plans) require an in-network provider to make specialist referrals and/or lab and imaging orders in order to receive coverage. In these cases, you will need a pre-established in-network primary care physician who we can collaborate with on your care.

Can I get reimbursed through my HSA/FSA?

We are happy to provide an annualized receipt of your membership fees to submit to your HSA/FSA for reimbursement. Please reach out to your Office Manager with any questions on the submission process. Reimbursement amount may vary.

ADDITIONAL RESOURCES

[Our members only guides](#)

[Member perks](#)

[Advanced diagnostics](#)

[Upcoming events](#)

[Our favorite products](#)

[Amazon store](#)

[Membership add-ons](#)

[Member app FAQ](#)

[After Hours care guide](#)

Password: getwellbetter