

Welcome to The Lanby.

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

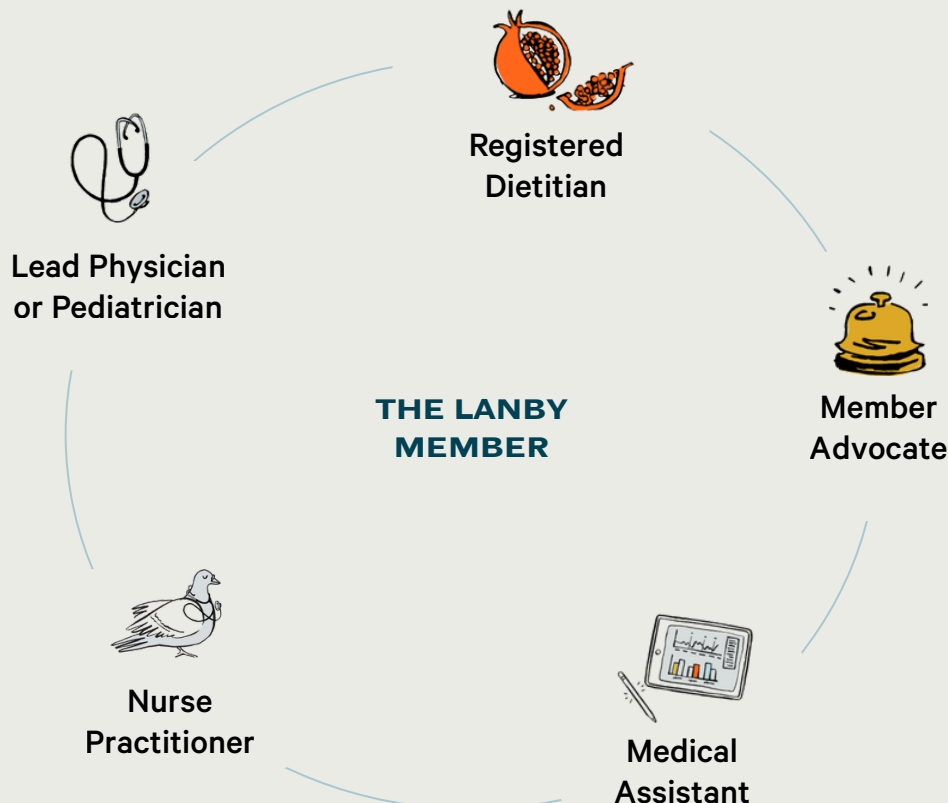
Midtown:

535 Fifth Avenue
Suite 603

Upper East Side:

116 East 63rd Street
Unit 1A

MEET YOUR 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, stay up to date on your Care Plan, and chat with your Care Team.
- Complete your 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:

This 80-minute in-person visit is designed to bring us up to speed on your health and set the stage for your care moving forward.

A few important reminders:

- Please fast prior to your labwork (no food 8 hours before; water, black coffee or tea is okay)
- Drink plenty of water the night before and morning of
- Please arrive at least 10 minutes early (we begin and end on time)
- Don't forget to bring your insurance card with you

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.

Our regular hours of operation are Monday through Friday, 8:00am - 5:00pm. If you message your Care Team during off-hours, including weekends and major holidays, the response time may vary but we'll do our best to get back to you by the next business day.

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—or schedule dedicated time to connect. Your input helps us continue to refine and elevate your experience.

APPOINTMENTS & TIMELINESS

All visits will be scheduled via text / SMS.

We will notify you promptly if an appointment will be delayed for any reason, and we request that you do the same. In order for The Lanby to provide best in class and equitable care to all of our Members, we reserve the right to truncate or reschedule your appointment if you arrive late.

If you need to reschedule, we ask that you let us know at least 72 hours in advance so that we can offer your slot to another member.

Suggested Visit Cadence

- Beyond your Annual Baseline Visit, we recommend meeting with your Care Team quarterly to measure progress with labs (optional), discuss any symptoms or goals, and adjust your Care Plan accordingly.
- When you're feeling sick, please reach out via the patient portal or SMS so that we can get you the care you need as quickly as possible.
- You can also request 1:1 visits with any member of your Care Team through the patient portal to explore other concerns or opportunities for optimization (e.g. advanced diagnostics, continuous glucose monitoring, preventive screenings, genetic testing, etc.).

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 [212-925-1515](tel:212-925-1515).

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