

LAN
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HOF

AT



THE ARTS CLUB
LONDON

MEDICAL CONCIERGE
SERVICE

THE NEW STANDARD IN PERSONALISED CARE

In a world where lifestyles span time zones and commitments, traditional healthcare is rarely agile enough to keep pace. Our Medical Concierge Service redefines access to care, offering a luxury, integrated, and science-led approach designed for those who expect the highest standards.

THIS IS WHERE A MEDICAL CONCIERGE SERVICE STEPS IN

While public systems like the NHS remain essential, they are increasingly stretched - prioritising urgent care and struggling to meet the growing demand for personalised, preventative, and time-sensitive medical attention. Routine concerns, proactive health management, and private support often fall outside their scope.

Our Medical Concierge Service fills that gap - offering a trusted, premium, and seamless health experience tailored to the Member's life. Whether you are in London, abroad, or simply too busy to wait, we provide:

- Priority access to leading clinicians and diagnostics
- Continuous preventative and lifestyle-focused care
- Seamless, Fast Track emergency access to hospital care

"This is not just healthcare - it is health assurance, built around you."



HOW IT WORKS: PRIMARY & PREVENTATIVE CARE BENEFITS

UNINTERRUPTED ACCESS, WHEREVER YOU ARE

Our membership is designed to provide continuous medical oversight with an emphasis on prevention, early intervention, and optimal wellbeing for the whole household.

ELIGIBILITY

Households may enroll adults and children aged 1 year and over, ensuring care for the whole family wherever life takes them, whether in the UK or abroad.

PRIMARY & PREVENTATIVE CARE

- 24/7 GP access via a dedicated line to senior doctors
- Initial health screening for each adult member, and a personalised programme of wellness treatments designed to maintain an active immune system and enhance the body's response to inflammation and external agents
- Priority specialist access with direct referrals and accelerated scheduling for consultations and diagnostics

ADVANCED THERAPEUTIC TREATMENTS (3 sessions each per household, annually)

- IV Vitamin Infusions: nutrient and hydration delivery for energy, immunity, and recovery
- Hyperbaric Oxygen Therapy: oxygen-rich healing for improved tissue repair and vitality
- Cryotherapy: cold therapy to reduce inflammation, aid recovery, and boost circulation

CARE PATHWAYS

Depending on clinical need, members benefit from:

- Remote emergency GP consultations, with the option to upgrade to video (additional fee payable directly to the GP)
- Domiciliary GP visits within the M25 (additional fee payable to the GP)
- Outpatient appointments at Lanserhof at The Arts Club with preferential member rates for consultations and diagnostics
- Fast-track admission to leading acute care centres, with optional private transport arrangements

Global cover (excluding the USA) can be provided if needed.



MEMBERSHIP STRUCTURE & EXCLUSIVE PRIVILEGES

MEMBERSHIP FEES

Prices are tailored around patients needs
One-month deposit required; 12-month minimum contract
Opportunity to settle fees monthly

EXCLUSIVE MEMBER PRIVILEGES

- Preferential rates on additional Lanserhof at The Arts Club services, including advanced therapies and screenings
 - Fast track admission to hospital
 - Optional global cover with repatriation
- Waived joining fee for Lanserhof at The Arts Club Gym membership
- E-pharmacy for prescriptions and over-the-counter medications
- Priority access for chargeable private medical transport



FAQs

What conditions are not covered?

If you develop sudden chest pain, breathlessness, signs of a stroke, haemorrhage or lose consciousness, then the safest thing for you to do is dial '999' for an ambulance.

How does this work with Private Medical Insurance (PMI)?

Your GP can issue an invoice for consultations to submit to your insurer; our team facilitates claims for specialist or secondary care.

Are GP calls recorded?

Yes, for training, quality assurance, and audit purposes - in accordance with the data retention policy of the company.

Is there a discount for single members?

Fees are per household; single members benefit equally from enhanced continuity of care and tailored wellness planning.

A household includes individuals living at the same residential address, including partners, spouses, and dependent children older than 1 year.

If I need hospital admission, which hospitals are covered?

We have negotiated a Fast-track admission process with

The HCA International Hospital Group,

which includes the Wellington Hospital, The London Bridge Hospital, The Princess Grace Hospital, The Lister Hospital and The Portland Hospital

The Cleveland Clinic

In case of an emergency admission to one of our partner hospitals, your personal details are passed on to the relevant hospital arranging admission, thus reducing the time required for registration during an emergency admission. All personal data kept and shared are in keeping with GDPR guidelines

Why is the USA excluded from global cover?

Medical indemnity for our clinicians does not cover the USA.

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