



Luis G. Postigo, M.D.  
75 Barrett Dr., #191  
Webster, NY 14580  
[www.HouseCallMDforSeniors.com](http://www.HouseCallMDforSeniors.com)

Phone: (585) 872-2710  
Fax: (972) 236-5360  
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## Frequently Asked Questions

### **Do medical doctors actually make home visits?**

Yes, any medical doctor can make visits to the place you live, (which could be your home or retirement community).

### **Is Dr. Postigo a 'real' doctor?**

Yes, he is a medical doctor, MD, licensed by the State of New York since 2006. To verify Dr. Postigo's license and check his profile with the New York State Government website please visit: <http://www.nydoctorprofile.com/>

### **Is Dr. Postigo a Primary Care Doctor or a Specialist?**

Both. Dr. Postigo is mainly a specialist in Geriatric Medicine but he will act as your Primary Care Doctor. He had received Board Certifications in Internal Medicine, Geriatric Medicine, and Hospice & Palliative Care.

### **Are you a concierge medicine practice?**

No. I am not a concierge physician. Although we make house calls exclusively and are available 24/7, we don't consider ourselves a concierge practice. How am I different from a concierge physician? It is because we don't charge membership fees or any extra fees to be a patient in our practice. Medical visits are charged to your health insurance. Also, we take almost all insurances including Medicare and Medicaid.

### **Will a home visit cost more?**

No, there is no extra cost for Dr. Postigo to see you at home. He will collect a co-payment and bill your insurance as your Primary Care Doctor, not as a Specialist.

### **Do I have to be disabled or home bound to have a house visit?**

No. You just need to be 65 or older.

### **Do I need a referral for a home visit?**

No. All you need to do is call our office to setup an appointment.

### **Will I need to switch doctors? Can he be my primary care physician?**

Yes, you will need to switch primary care doctors with your insurance carrier before Dr. Postigo can see you. He will replace your current primary care doctor.

### **What type of patients do you see?**

We see patients who are 65 years of age or older in the greater Rochester, NY area, including Monroe and Wayne Counties. For locations we currently service please call our office or view our service area map online.

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### **Do you make exceptions for patients under 65?**

While we understand that disabled and home-bound patients of all ages have a need for at-home care, we are not able to see patients under 65. Dr. Postigo is a Geriatrician and focuses his care on seniors only.

### **What are your office hours?**

Monday to Thursday from 9:00 a.m. – 3:00 p.m.  
Fridays from 9:00 a.m. – 12:00 p.m.  
The office is closed for lunch from 12:00 – 12:30

### **Do you have an office? How do I get in touch with your office?**

Yes, we have an office but we do not see patients in the office since the Doctor is traveling doing home visits.

Mailing address: 75 Barrett Dr. # 191, Webster, NY 14580

Office phone: 585-872-2710, leave a message on the answering machine if office is closed.

Email: [housecallmdforseniors@gmail.com](mailto:housecallmdforseniors@gmail.com), is the preferred way of communication, be sure to put patient name

Text: 585-642-4571, **please list name of patient; NO Pictures or Calls. Dr Postigo will send a secure link when pictures or videos are Necessary**

Webpage: [www.housecallmdforsenior.com](http://www.housecallmdforsenior.com), put patient name

Fax: 972-236-5360, put patient name

### **What are some reasons to choose our house call medical services?**

- It is difficult or impossible to get out of your house.
- You are looking for a Primary Care Physician.
- You are looking for a Geriatrician, a specialist in treating the health of seniors.
- You have difficulty getting to the doctor's office.
- You don't want to bother anyone to take you to see your doctor.
- You have difficulty waiting in a waiting room.
- You want to avoid exposure to other illnesses.

### **Does Dr. Postigo communicate electronically?**

Yes. Communications by text, email or phone are now covered and will be billed to your insurance. Contact your insurance for details.

### **Do you offer Video Calls (TeleHealth)?**

Yes. During this Coronavirus emergency video call appointments (Telehealth) are available and covered by insurance. Call our office to make an appointment. These video calls are by appointment only.

### **How should I schedule an appointment for a video call (TeleHealth) with Dr. Postigo?**

Video calls are BY APPOINTMENT ONLY, call the office to schedule a video call. Dr. Postigo will call you at the scheduled time, but it could be 30 minutes before or 30 minutes after the scheduled time. It would be helpful to test your video setup before the visit to make sure everything is working correctly.

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### **How Video Calls Work (TeleHealth):**

1. Dr. Postigo will call your cell phone.
2. You will receive a text saying, "Dr. Luis Postigo is ready for your secure video call."
3. Click in link above the text, (a lot of words in blue).
4. Click in the blue button that says, "Allow Camera & Mic Access."
5. There will be a message saying "Would like to access the Microphone and Camera." Click in the button that says, "Allow".
6. Wait a few seconds for the video to start.

### **What hours are you able to make home visits?**

Dr Postigo currently makes home visits Monday - Friday 9:00 a.m. to 3:00 p.m. He is not able to schedule early morning appointments since he is making rounds in the hospital.

### **What kind of care can a doctor provide me in my home?**

Anything that can be done in a doctor's office can be done at your home. Improvements in technology during the last few years allow us to provide the same level of care.

#### **Services Provided:**

- Medical Visits at Your Home or Retirement Community
- Comprehensive Geriatric Assessments
- Medicine Optimization
- Hospital Admission and Follow-up at Rochester General Hospital
- Palliative Care
- Supervision of Home Health & Physical Therapy
- Coordination of Care with other Specialists
- Coordination of Care with Pharmacies that Deliver to Your Home
- Coordination of Care with Companies that Deliver Medical Equipment & Oxygen to Your Home
- Electrocardiograms
- Cerumen Removal (Cleaning Ears)
- Skin Lesion Removal using Electrosurgery
- Bladder Scans
- Joint Injections
- Toenail Trimming
- Pulse Oxymetry (Oxygen Evaluation)
- In-Home Blood Draw Labs
- In-Home Mobile Ultrasound & X-Rays
- Flu Shots

### **Which Hospital System is Dr. Postigo affiliated with?**

Rochester Regional Health.

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### **Does my insurance cover procedures such as ear cleaning, trimming toenails, joint injections?**

Insurances usually pay for procedures every 60 days, sometimes according to your plan, you will have a copayment for a procedure. If you would like a procedure to be repeated before 60 days usually it is not covered by insurances and you will be billed for it.

### **What if I need a consultation with another specialist?**

The doctor can make a referral to the specialist of your choice. He will send specific information to the specialist about your medical condition prior to your appointment.

### **How soon can you see me, after I call?**

It is just like scheduling a visit at a medical office, you will get the first available appointment.

### **Is the Doctor on time for his appointments?**

Just like with any other medical office, things can happen. The doctor may be caught in bad weather or need to treat an unexpected emergency before your appointment or he can be early. We recommend to be ready 1 hour before your scheduled appointment. If the doctor is not on time please call our office and we can find out how close is he from your home.

### **What if I need to cancel or reschedule my visit?**

All of our visits are scheduled in advance to plan for traveling time for the specific day your visit is scheduled on. Because the doctor makes house calls throughout Rochester it takes a lot of planning and effort to calculate his trip to see you. We prefer you not to cancel scheduled visits. However, if you need to reschedule an appointment because of an unforeseen conflict our office needs to be informed at least 24 hours before your visit. If you are going out of town for an extended period of time please let our office know when you will be back so we can schedule your visit for after you return.

### **Is there a charge if the doctor comes to visit me and I am not at home or not available?**

Yes, we do charge for missed visits. If the doctor travels to your scheduled appointment and you are not at home or available there will be a \$20 fee. This covers travel costs and time spent for the doctor coming to your home.

### **What if I need a Work-in Appointment?**

If you need to be seen in-between your regular scheduled appointments, you just call our office and we will schedule a work-in appointment.

### **What if I have questions for the doctor?**

Many patients have a difficult time remembering what they want to ask their doctors. To help facilitate patient to doctor communication we ask all our patients and their families to have a notebook dedicated to their doctor visits. In this notebook the patient and their family can write any questions or concerns (medical or not) that you would like to discuss with the doctor. At the beginning of each visit the doctor will check the notebook for any questions and he will discuss those with you and will record his answers in the notebook as well.

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## How do I get in touch with the Doctor if it isn't an emergency?

### If not an emergency:

- Email: [housecallmdforseniors@gmail.com](mailto:housecallmdforseniors@gmail.com), put patient name, is the preferred way of communication
- Text: 585-642-4571, Text: 585-642-4571, **please list name of patient; NO Pictures or Calls. Dr Postigo will send a secure link when pictures or videos are Necessary**
- Office phone: [585-872-2710](tel:585-872-2710), leave a message with our office staff or on the answering machine if the office is closed.
- Webpage: [www.housecallmdforsenior.com](http://www.housecallmdforsenior.com), put patient name
- Fax: 972-236-5360, put patient name

## How do I get in touch with the Doctor if I am experiencing an emergency?

If you are experiencing a life-threatening medical emergency, we encourage you to call 911 as soon as possible or go to the nearest emergency room. Please notify the admissions staff that Dr. Luis Postigo is your primary care physician and they will notify him of your admission.

If it is an emergency but you would like to talk to Dr Postigo, call him directly at his cell phone. He will provide you with the number at your first visit.

## What if my parents or I speak limited or no English?

Dr. Postigo speaks English and Spanish fluently. Our office staff speaks English and limited Spanish. Dr. Postigo feels comfortable taking care of patients that speak languages other than English and Spanish as long as there is someone present who speaks limited English.

## Can you see my parents and then let me know the results?

Yes. We think that keeping the family involved is very important. By request, the doctor can contact **ONE** person after the visit if authorized by the patient or responsible party. Email is the preferred way to get updates from the doctor. If you do not have a way to email, call my office and leave a message for me including, the patient name and a brief reason for the call, your name and a phone number where you can be reached between 5:00 p.m and 11.30 pm. This designated person should be able to update the rest of the family.

## What if all my family has questions for the doctor or wants to talk to the doctor in person?

The doctor will discuss the patient's case with all family members present during a scheduled visit at the patient's home. This can only be done if the patient or responsible party authorizes it.

### If unable to be during the visit, he usually answers his calls in the evening, you can use:

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### **What happens if I need to be admitted to a hospital?**

Dr. Postigo admits and follows his patients at Rochester General Hospital. He usually makes his rounds between 7am and 8am. If you want to talk to him in person that would be the best time to catch him. If you go to other hospitals, you will be under the care of a hospital staff doctor. No matter which hospital you go to, notify them when you first arrive that Dr. Luis Postigo is your primary care physician so they can update him of your care.

### **What happens after I have been discharged from the hospital or rehabilitation facility?**

Notify Dr. Postigo that you have been discharged so he can see you as soon as possible to make the medical adjustments needed to prevent you from going back to the hospital or nursing home.

### **How can I save money on medicines?**

Medicines can be expensive. Dr. Postigo will continually review your medicines and if there is a cheaper and effective treatment, he will give you the option to switch to that medicine.

### **Do I have a copayment during my home visit?**

If you have a copayment, we will bill you. We prefer credit cards or debit cards.

### **Will you bill my insurance company?**

We will submit insurance claims on your behalf to both your primary and secondary insurance carriers. Depending on your plan, like in any doctor's office, you will receive a bill for non-covered charges. You can pay your bills by mailing a check or you can pay with a credit card if you call my office.

### **What insurances are you accepting now? Do you take Medicare and Medicaid?**

We are accepting all of the insurance plans in the Rochester, NY area. Check our website under the Insurance Tab for the complete list. Call the office if your insurance is not listed. Yes we accept patients Medicare and Medicaid.

### **What happens if I get a new insurance policy, my insurance number changes, or my copayment amount changes?**

Every time you have a change in your insurance, get a new number or your copayment amount changes, we need to be notified. Please send us a copy of your insurance card or have your card available for the doctor to copy at the next visit. If we do not have your valid insurance information, you can be billed as not having insurance.

### **Can you supervise my Home Health?**

Yes. We work with all Home Health Agencies of the area. For a Home Health to go to your house, they need to have the supervision of a medical doctor which Dr. Postigo will do.

### **Does Dr Postigo provide Palliative Care and Hospice Care?**

Dr. Postigo provides Palliative Care with the goal of improving the quality of life of patients while continuing curative treatment. When terminal patients are in need of a Hospice Home Health Agency, Dr. Postigo coordinates the transfer to the team of Hospice Doctors who then assumes the care of the patient.

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### **What if I need some blood work, an X-ray or Ultrasound done at home?**

The doctor can order these to be done in your home. Labs are usually done on Wednesdays by **Rochester Regional Home Draw Lab, Phone: [585-922-1160](tel:585-922-1160)**. You should call ahead of time to confirm the date and time of arrival of the lab technician and make sure the patient is home and ready to be seen. If the patient is not home and ready, or refuses to be seen when the lab technician comes, the home draw service will be canceled for the patient and they will need to get their labs done at a facility.

X-ray and Ultrasounds are usually done within 48 hours by **Ultra Mobile; Phone: [585-424-6270](tel:585-424-6270)**. Call them to confirm the date and time of the test.

### **What if I need some blood work, a urine test, or a stool test in a lab or an X-ray, CT scan or MRI in the hospital?**

The doctor can order these. If you require a urine or stool test, you will first need to stop by the facility to pick up the test kit for the collection and then you will need to return to the lab to drop off the sample. For blood work, you will need to go a **Rochester Regional Lab**. Ask the lab to look in their computer's personal FAX folder of the patient for the order from Dr. Postigo. The order will be there. You should call ahead of time to confirm that they can find the orders Dr. Postigo sent and also verify the address of the facility. The general phone number for **Rochester Regional Labs is [585-922-1811](tel:585-922-1811)**. Let them know which Lab you are trying to reach and they can give you the phone number of that specific facility or go to the **Rochester Regional Labs** website: <https://www.rochesterregional.org/locations> and select Laboratory Service Center for a list of Lab Facilities, locations and information.

For an X-ray, CT scan or MRI you will be notified by our office of the time and location where you need to go since these procedures need to be approved by your insurance first. If the day and time does not work, you will need to call and reschedule the test.

**Rochester Regional Outpatient X-ray Department Phone: [585-922-2160](tel:585-922-2160)**.

### **Can I see my lab results?**

You can access your lab results through the internet at <https://www.rochesterregional.org/patient-portal> If you need assistance setting up an account call their help line at [585-922-1234](tel:585-922-1234).

### **Can I have access to my Electronic Health Records online?**

It is a work in progress.

At this time, you cannot have access to your progress notes, but you can communicate with Dr. Postigo and access medical information regarding your care on our webpage at [www.housecallmdforseior.com](http://www.housecallmdforseior.com)

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