



Frequently Asked Questions (FAQ)

Updated 9-25-26

1. About Our Practice

- **Do medical doctors make home visits?**

Yes, Dr. Postigo is a licensed physician who provides comprehensive medical care in the comfort of your home (which could be your home or retirement community).

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

Yes, he is a board-certified physician in Internal Medicine, Geriatric Medicine, and Hospice & Palliative Care with many years of experience in primary care and geriatric medicine.

➤ 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.

- **Is this concierge medicine?**

No. Dr. Postigo is not a concierge physician. Our office does not charge membership fees or any extra fees to be a patient in our practice. Medical visits are charged to your health insurance.

- **Do home visits cost more?**

No, Medicare and your insurance cover home visits the same way they cover office visits. Standard copay, co-insurance and deductibles apply. Dr. Postigo will bill as your Primary Care Doctor.

- **Do I have to be disabled or homebound to have a house visit?**

No. While many patients have mobility issues, you do not need to be officially homebound to receive home visits from our doctor. You just need to be 65 or older.

- **Do I need a referral to see your doctor?**

No referral is required to become a patient but you will need to fill out the New Patient Application Form.

- **Will I need to switch doctors? Will Dr. Postigo be my primary care physician?**

Yes. Dr. Postigo will become your primary care provider (PCP) and will coordinate your care moving forward, replacing your current PCP. You will need to contact your insurance carrier and to list Dr. Postigo as your primary care provider (PCP) before you can be seen.

- **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.

- **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 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 ask anyone to take you to see your doctor.
 - ⇒ You have difficulty waiting in a waiting room.
 - ⇒ You want to avoid exposure to other illnesses.

2. Services & Care Provided

- **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: Home, Retirement Community**
- **Annual Routine Wellness Exams**
- **Follow-up Visit After Hospital Discharge**
- **Geriatric Assessment and Management**
- **Dementia & Chronic Conditions Management**
- **Medicine & Pharmacy Management**
- **Palliative Care**

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- Anticoagulation Management: Warfarin
 - Bladder Scans
 - Coordination of:
 - Care with other Specialists
 - In-Home Blood Draw Labs
 - In-Home X-Rays / Ultrasounds
 - Medical Equipment
 - Ear and Hearing Aid Cleaning
 - Electrocardiograms
 - Feeding Tube Replacement
 - Flu Shots
 - Joint Injections
 - Oxygen Evaluation
 - Skin Lesion Removal with Electrosurgery
 - Supervision of Home Health: Nursing /
Physical Therapy / Wound Care / Aides
 - Supervision of Medicaid: Aides
 - Toenail Trimming
 - Wound Treatment



- **Can Dr. Postigo manage my chronic health conditions?**

In addition to providing general health care, geriatric assessments and management, and medication management, he will be managing your chronic health conditions such as diabetes, heart disease, COPD, arthritis, hypertension, dementia, INR management and more as a part of your regular visits. He will address your long-term health issues to improve your quality of life and help you with Advanced Care Planning.

- **Do I need to see a Geriatric Specialist to have a Geriatric Assessment done?**

Dr. Postigo is a Geriatric Specialist and will provide you with a Comprehensive Geriatric Assessment on an annual basis as a part of your regular medical care. These assessments help determine your needs in the home, as well as determining your physical and mental abilities, including cognitive impairment and depression. There is no need to go to a different Geriatric Specialist to have this done.

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

Dr. Postigo can make a referral to the specialist of your choice. You can choose a specialist by: a) searching the internet; b) searching Rochester Regional webpage (www.rochesterregional.org) and looking under "Find a Provider"; c) searching University of Rochester webpage (www.urmc.rochester.edu) and looking under "Find a Provider". Let Dr. Postigo know the name, phone and fax number of the specialist you want to see and we will make the first appointment for you. If you don't want to select a specialist, we will make an appointment with a specialist in the Rochester Regional System that is accepting new patients. If the place, date or time doesn't work for you, you will need to call the specialist's office so you can reschedule the appointment directly with them.

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

Yes. We work with all Home Health Agencies of the area. Dr. Postigo can order and supervise Home Health, including skilled nursing, physical and occupational therapy and other home health services.

- **Does Dr Postigo provide Palliative Care?**

Yes. Dr. Postigo provides Palliative Care with the goal of improving the comfort and quality of life of patients while continuing to treat and manage their health conditions and chronic illnesses.

- **Does Dr Postigo provide Hospice Care?**

No. If terminal patients and their families decide to stop all treatments, enroll in Hospice and 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.

- **What if I need some blood work 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 option will be canceled for the patient for all future home blood draws and they will need to get their labs done at a facility.



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- **What if I need some blood work, a urine test, or a stool test in a lab?**

If needed, Dr. Postigo can order these studies at outside facilities. 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.

- **What if I need an X-ray or Ultrasound done at home?**

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 an X-ray, CT scan or MRI in the hospital?**

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 have a copy of my lab results and medical records? Can we discuss the recent lab tests?**

For Providers within Rochester Regional Health and University of Rochester Medicine Systems: you can have access to your lab results and other medical information from visits with providers within the Rochester Regional Health or University of Rochester Medicine Systems through the internet.

- **For Rochester Regional Health System:**

Access through the internet at: <https://mycare.rochesterregional.org/mychart/>

If you need assistance setting up an account, call their help line at 585-922-1234.

- **For University of Rochester Medicine System:**

Access through the internet at: <https://mychart.urmc.rochester.edu/mychart/>

If you need assistance setting up an account, call their help line at 585-275-8762.

- **For visits with Dr. Postigo:**

Although Dr. Postigo is not employed by Rochester Regional Health, he is affiliated with Rochester Regional Health, so all the lab work ordered by him is done by the Rochester Regional Labs. Those lab results are available through Rochester Regional's MyCare (listed above).

- Keep in mind that individual lab test results are best understood in the context of your overall health and medical history. For this reason, Dr. Postigo prefers to discuss your results and what they mean to you during your next appointment.
- If you would like to review your results sooner, or you will like a detailed explanation of all your medical problems we will be happy to arrange a separate appointment specifically to discuss your test results and any questions or concerns you may have.

Providing home visits for patients 65 years and older around the Rochester area at no extra cost.

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- For copies of medical records made by Dr. Postigo during his home visits; at this time, our electronic medical records system is not able to provide patients with internet access to these progress notes.
- If you have a specific question about a medical problem, please feel free to send us an email. Dr. Postigo will review your question and respond by the next business day.
- **Which Hospital System is Dr. Postigo affiliated with?**
Rochester Regional Health.
- **What happens if I need to be admitted to a hospital?**
You may go to any hospital you choose, and will be followed by a hospital doctor. If you are hospitalized it is necessary to notify the admission staff that Dr. Luis Postigo is your primary care physician so he can be contacted when you are discharged.
 - Dr. Postigo will see you within a week of being discharged from the hospital to make sure you have everything you need following a hospital stay and to make any needed changes in your medicines.
- **What if I move to an Assisted Living Facility or Nursing Home (including Skilled Nursing Facility, Memory Care Unit, Long-term Care Facility and Hospice)?**
During your stay in a Hospital, Nursing Home or Assisted Living Facility, you will be exclusively cared for by the facility's medical team, who will be responsible for all your medical treatment and will take care of any necessary paperwork during your current admission. The medical team typically sees patients between 7:00 and 9:00 a.m. If a family member or friend would like to speak with them directly or discuss any specific concerns regarding your care, that is usually the best time to meet with them.
 - Please note that if you move to one of these facilities, Dr. Postigo does not provide care at: Assisted Living Facilities, Hospitals or Nursing Homes. If you plan to move for a long-term period to an Assisted Living Facility or a Nursing Home (including: Skilled Nursing Facilities, Memory Care Units, Long-term Care Facilities, and Hospice) your care will need to transition to the facility physician assigned there.
 - It is important that the patient be evaluated by the facility's physician, ideally prior to the admission date. This will allow the admission nurse to communicate with the physician on call should any concerns arise on the day of the move. Without an established physician at the facility, the admission nurse may otherwise need to arrange a transfer to the nearest emergency department the day of the admission if an emergency situation arises during the transfer.
 - Please contact the admission coordinator promptly to arrange your first visit with the new facility physician, ideally within the next few days. Once the appointment is set, kindly let me know the doctor's name and the visit date so I can complete the facility's required paperwork.
 - Since Dr. Postigo do not provide medical care at the new facility, if any urgent medical needs arise before care is established with the new provider, an evaluation in the emergency room will be recommended.

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If you return Home or to an Independent Living Facility, Dr. Postigo can resume your care if he is notified. He sees patients in their homes and almost all Independent Living Facilities in the area. If you are unsure whether Dr. Postigo provides care at a particular Independent Living Facility, contact our office, and we will confirm if he goes to this Independent Living Facility for you. We hope this information is helpful, and wishing you a prompt recovery.

3. Scheduling & Appointments

- **Do you have an office?**

We are a house call practice. Administrative staff work from an office, but there is no reception area to receive patients. Patients are only seen at home.

- **What are your office hours?**

Monday to Thursday from 9:00 a.m. – 2:00 p.m.

Fridays from 9:00 a.m. – 12:00 p.m.

The office is closed for lunch from 12:00 – 12:30

- **What hours is Dr. Postigo able to make home visits?**

Dr. Postigo currently makes home visits Monday - Friday between 9:00 a.m. to 3:00 p.m.

Appointments are scheduled by the office. If you need to verify your appointment, you need to contact the office during regular office hours.

➤ **Do not call the doctors emergency line to verify your appointment, he does not handle the scheduling of appointments. You need to call the Office.**

- **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. He could be running early or late for your visit.

➤ Your appointment time is an approximate time. We ask you to be ready 1 hour before and 1 hour after your scheduled appointment to be prepared for any adjustments in the schedule. If the doctor has not arrived to your home within this appointment window, please call our office and we can find out how close is he from your home.

- **How frequently will I be seen by the doctor?**

It will depend on your needs and preferences. At the first visit you will discuss with Dr.

Postigo about how frequently you should be seen. However, you will need to be seen at least every 6 months.

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

If you need to be seen in-between your regular scheduled appointments, call our office to let us know and we will schedule a work-in appointment. Since work-in appointments typically only address your urgent issue, we will keep your regular appointment even if it is very close to the work-in appointment to manage your other health conditions and medications.

- **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.

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

We prefer you not to cancel scheduled visits. Each visit is carefully scheduled in advance to allow time for travel across Rochester. Routes are planned based on location and how often each patient needs to be seen throughout the year. This takes a lot of coordination.

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 reschedule your visit for after you return.

- **What if the doctor comes but I am not home? Is there a charge for missed visits?**

Yes, missed visits may result in a no-show charge. If the doctor travels to your scheduled appointment and you are not at home or available there will be a **\$20 fee**.

4. Communication with Office and with the Doctor

Contacting the Office

You can contact the office by the following methods:

- **Email (preferred):** housecallmdforseniors@gmail.com, (include patient name)
- **Text: 585-642-4571** (include patient name; *NO pictures or calls*)
- **Office phone:** [585-872-2710](tel:585-872-2710), (leave a message if closed)
- **Website:** www.housecallmdforsenior.com
- **Fax:** 972-236-5360, (include name of patient)
- **Mail:** 75 Barrett Dr. # 191, Webster, NY 14580
- **Secure Video Call:** Dr. Postigo can send a secure link when pictures or videos are necessary.

Examples of reasons to contact the office:

For non-urgent questions or updates please **email, text, fax (these 3 are preferred) or call** our office during regular hours.

- Insurance updates (send copies of new cards)
- Updating contact information
- Scheduling, rescheduling or confirming appointments
- Questions about visit frequency
- Requesting paperwork or forms (send by email or fax with patient demographics filled in)
- Issues with pharmacy or prescription refill (text, email or fax your problem)
- Becoming a new patient

We usually respond the same day. Messages received over the weekend will be answered on Monday.

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Contacting the Dr. Postigo

Non-Urgent Medical Questions: (Can Wait Until End of Day)

- **Preferred method: Email:** housecallmdforseniors@gmail.com (reviewed evenings)
- **Text:** 585-642-4571 (include patient name; *NO pictures or calls*)
- **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.

For questions that can safely wait until the end of the day, please use email as the preferred method of contact. Dr. Postigo reviews emails in the evenings after patient visits are complete. He may reply by email or call you. If you prefer to discuss an issue with Dr. Postigo in person, call our office and they can schedule an early appointment as soon as possible in between your regular appointments.

Examples of non-urgent issues:

- Mild or ongoing symptoms (e.g., constipation, mild cough, minor rash)
- Medication questions or side effects
- General health questions

Note: Brief communications with doctors by email, text or phone, outside of patient visits, are covered services and billed to your insurance. You will be responsible for any balance not covered.

Urgent but Non-Emergency Issues (Same-Day Needs)

For urgent issues during office hours, text Dr. Postigo at **585-642-4571 (text only)**. Please include the patient's name and a short description of the concern. He will try to respond within 20-30 minutes between patient visits.

Examples of urgent but non-emergency issues:

- Sudden increase in shortness of breath or wheezing
- Rapid swelling in legs or sudden weight gain in a heart failure patient
- Fever in a frail or elderly patient
- New confusion, agitation, or sudden change in mental status
- Dizziness or near-fainting that does not improve with rest
- A new or worsening medication side effect (e.g., rash, severe nausea, bleeding)
- Unsure whether to go to urgent care, ER, or make an early house call appointment

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Emergency Situations (Life-Threatening Needs)

If you are experiencing a **life-threatening medical emergency**, call **911 immediately** or go to the nearest emergency room. Do not wait for a reply from the doctor.

If you would also like to notify Dr. Postigo, he can be reached by cell/text 24/7. His direct number will be provided at your first visit.

Examples of emergencies:

- Sudden shortness of breath
- Chest pain
- New confusion, sudden weakness, difficulty speaking or stroke-like symptoms
- High fever (especially with other symptoms)
- Falls with head injury or serious injury
- Uncontrolled bleeding
- Any sudden, serious change that feels unsafe to wait

Some emergency calls may be billed to your insurance and you will be responsible for any remaining balance.

5. Family & Communication

- **What if my family or I have questions for the doctor?**
To help facilitate patient to doctor communication we ask all our patients and their families have a notebook dedicated to the doctor's visits. We encourage families to write their lists of questions and 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 discuss those with you and will record his answers in the notebook.
- **Can you update my family after visits?**
Yes, with patient permission. 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. The designated person will be responsible for updating the rest of the family.
 - Email is the preferred way to get updates from the doctor. If the contact person does not have a way to email, they can call the office and leave a message for the doctor; include the patient's name and a brief reason for the call, their name and a phone number where they can be reached between 5:00 pm and 11:30 pm.
- **What if all my family or my designated representative 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 they are unable to be at the visit, Dr. Postigo will update the designated representative who will be responsible for updating the rest of the family.

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- **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 who speak limited English using a translation app to communicate. At this time, we do not provide interpreters.

6. Insurance & Billing

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

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

- **Do I need to pay a copayment during my home visit?**

Yes, if your insurance requires one it will be collected at the time of the visit. We prefer credit cards or debit cards, which can be kept on file and charged for these copayments. You are responsible for updating us with any changes in your insurance carrier or copayment amounts.

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

Yes. We file claims directly with your insurance on your behalf to both your primary and secondary insurance carriers. Depending on your plan you will receive a bill for any remaining balances. You can pay your bills by mailing a check or you can pay with a credit card if you call Dr. Postigo's office.

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

To help us provide the best care without billing surprises, we kindly ask that you let us know right away if there are any changes to your insurance provider or plan, Medicare or secondaries, copay, deductible, or coinsurance amounts. These details affect how we submit your claims and what you are responsible for. If we do not have your valid insurance information, you can be billed as not having insurance. If you receive a new insurance card, send us a copy of the card by email, mail, or have your new card available for the doctor to copy at the next visit.

- **Does my insurance cover procedures such as ear cleaning, trimming toenails, or 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 it is usually not covered by insurances and you will be responsible for paying the full amount out of pocket.



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7. Patient Resources

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

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

- **Patient notebook for questions at visits.**

We recommend keeping a notebook of concerns, symptoms, and medication questions to discuss with Dr. Postigo during the visits.

- **More Patient Resources**

See our website for more patient resources and resources for seniors:

<https://www.housecallmdforseniors.com/senior-resources>