

Patient Paperwork Form Policy

The Kerrville Cancer Center will complete any necessary work, government, or assistance forms, such as FMLA, Disability, ACS, etc..., within 7 days of receipt at no charge to the patient. Additional days may be required due to uncontrollable circumstances, including but not limited to: holidays, heavy patient loads, similar requests from multiple patients, absence of staff due to illness or extenuating circumstances, etc... In these cases, patients will be notified of the potential delay as soon as possible. Please fill out all non-medical related sections prior to presenting the form.

Prescription Refill Policy

All prescription refill requests will be processed within 24 hours. Any requests made Friday will have until Monday of the following week to be filled. If pre-authorization is required by your insurance carrier for the requested medication refill, the request for authorization will be made within 24 hours of notification. Additional time will be needed due to this process required by your insurance company. Please know that we are working to get this resolved in a timely manner.

To help us better serve you with your refills, please be mindful of your prescription needs ahead of time so you do not run out.

Thank you for your understanding,
Kerrville Cancer Center Management