

Day Surgery Networks

You have cover for a defined list of procedures in our day surgery network on all plans, excluding the Executive Plan. A clinical exceptions process applies to all cases with complex presentations and those procedures that may require an extended length of stay. The member will be transferred to an appropriate facility where required. On the Executive Plan you can use any approved facility. The funding of newly licensed facilities are subject to approval by the Scheme, on all health plans.

KH KEYCARE DAY SURGERY NETWORK

Applies to members on KeyCare Core and KeyCare Plus plans. If you do not use one of these hospitals for a planned day surgery admission, you will need to pay these claims.

KS KEYCARE START DAY SURGERY NETWORK

Applies to members on the KeyCare Start plan. If you do not use one of these hospitals for a planned day surgery admission, you will need to pay these claims.

LD DELTA DAY SURGERY NETWORK

Applies to members on the Classic Delta Comprehensive, Essential Delta Comprehensive, Classic Delta Saver, Essential Delta Saver, Classic Delta Core and Essential Delta Core health plans. You are covered in full for a defined list of procedures in accordance with your health plan benefits at hospitals in the Delta Day Surgery Network.

For planned admissions for day surgery procedures to any other private hospital, you must pay an upfront amount of R9 100. This does not apply in an emergency.

S SMART DAY SURGERY NETWORK

Applies to members on the Classic Smart, Essential Smart and Classic Smart Comprehensive health plans. You are covered in full for a defined list of procedures at hospitals in the Smart Day Surgery Network in accordance with your health plan benefits.

For planned admissions for day surgery procedures to any other private hospital, you must pay an upfront amount of R10 400. This does not apply in an emergency.

C COASTAL DAY SURGERY NETWORK

Applies to members on the Coastal Saver and Coastal Core health plans. You are covered in full for a defined list of procedures at any hospital in the four coastal provinces (Eastern Cape, KwaZulu-Natal, Northern Cape, Western Cape), except where otherwise indicated (*). Hospitals in the Coastal provinces marked with an * are not fully covered under the Coastal health plans.

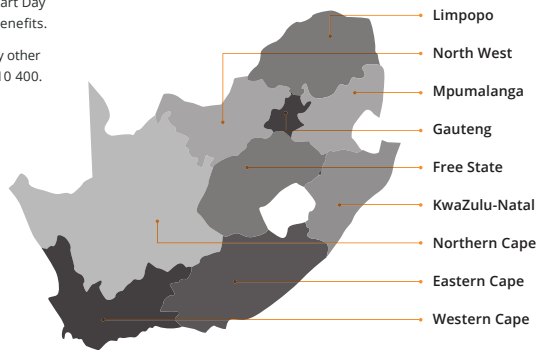
For planned admissions for day surgery procedures to any other private hospital, you must pay an upfront amount of R5 950. This does not apply in an emergency.

O DAY SURGERY NETWORK ON ALL OTHER PLANS

Applies to members on the Classic Saver, Essential Saver, Classic Core and Essential Core (excluding Delta and Coastal), Classic Priority, Essential Priority, Classic Comprehensive (excluding Delta and Smart) and Essential Comprehensive (excluding Delta) health plans, except where otherwise indicated.

For planned admissions for day surgery procedures to any other private hospital, you must pay an upfront amount of R5 950. This does not apply in an emergency.

Click on the region you would like to view



List of Procedures Covered in The Day Surgery Network

The following is a list of procedures that we cover in a day surgery network.

B

BIOPSIES

Skin*, subcutaneous tissue, soft tissue, muscle, bone, lymph, eye, mouth, throat, breast, cervix, vulva, prostate, penis, testes

APPROVED BREAST PROCEDURES

Mastectomy for gynaecomastia*
Lumpectomy* (fibroadenoma)

E

EAR, NOSE AND THROAT PROCEDURES

Tonsillectomy and/or adenoidectomy
Repair nasal turbinates*, nasal septum*
Simple procedures for nose bleed (extensive cautery) to this Sinus lavage*
Scopes (nasal endoscopy*, laryngoscopy)
Middle ear procedures (mastoidectomy, myringoplasty, myringotomy, and/or grommets)

EYE PROCEDURES

Cataract surgery
Corneal transplant*
Treatment of glaucoma
Other eye procedures (removal of foreign body, conjunctival surgery (repair laceration, pterygium), glaucoma surgery, probing & repair of tear ducts, vitrectomy, retinal surgery, eyelid surgery, strabismus repair)

G

GANGLIONECTOMY

GASTROINTESTINAL

Gastrointestinal scopes (oesophagoscopy, gastroscopy, colonoscopy, sigmoidoscopy, proctoscopy, anoscopy)*
Anorectal procedures (treatment of haemorrhoids, fissure, fistula)

GYNAECOLOGICAL PROCEDURES

Diagnostic Dilatation and Curettage
Endometrial ablation
Diagnostic Hysteroscopy
Colposcopy with LLETZ
Examination under anaesthesia

O

ORTHOPAEDIC PROCEDURES

Arthroscopy, arthrotomy (shoulder, elbow, knee, ankle, hand, wrist, foot, temporomandibular joint), arthrodesis (hand, wrist, foot)*
Minor joint arthroplasty (intercarpal, carpometacarpal and metacarpophalangeal, interphalangeal joint arthroplasty*)
Tendon and/or ligament repair, muscle debridement, fascia procedures (tenotomy, tenodesis, tenolysis, repair/reconstruction, capsulotomy, capsulectomy, synovectomy, excision tendon sheath lesion, fasciotomy, fasciectomy). Subject to individual case review
Repair bunion or toe deformity*
Treatment of simple closed fractures and/or dislocations, removal of pins and plates. Subject to individual case review

R

REMOVAL OF FOREIGN BODY

Subcutaneous tissue, muscle, external auditory canal under general anaesthesia

S

SIMPLE SUPERFICIAL LYMPHADENECTOMY

SKIN PROCEDURES

Debridement
Removal of lesions* (dependent on site and diameter)
Simple repair of superficial wounds

U

UROLOGICAL PROCEDURES

Cystoscopy
Male genital procedures (circumcision, repair of penis, exploration of testes and scrotum, orchiectomy, epididymectomy, excision hydrocoele, excision varicocele, vasectomy)

Some of these procedures are not covered on KeyCare and Essential Smart plans. These are noted by an asterisk * in the list above.

All network lists can change at any time. Please go to www.discovery.co.za to see the latest list before any planned admissions.



KH KeyCare

KS KeyCare Start

LD Delta

S Smart

O Other
(Applicable to Comprehensive, Core, Saver and Priority plans - excluding Delta, Smart and Coastal options.)



KH KeyCare

KS KeyCare Start

LD Delta

S Smart

O Other
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Eastern Cape		
EAST LONDON	East London Eye Hospital (Pty) Ltd	KH O
	Life Beacon Bay Hospital	KH KS S O
	Life St Dominic's Hospital	KH S O
	Life St James Hospital	KH O
HUMANSDORP	Life Isivivana Private Hospital	KH O
MATATIELE	Matatiele Private Hospital	O
MTHATHA	Life St Mary's Private Hospital	KH O
PORT ELIZABETH	The Edge Private Clinic	O
	Greenacres Hospital	S O
	Life Mercantile Hospital*	KH
	Life St George's Hospital	KH KS D S O
	Medical Forum Theatre	KH KS D S O
QUEENSTOWN	Life Queenstown Private Hospital	KH S O
UITENHAGE	Netcare Cuyler Hospital	KH O
Free State		
BETHLEHEM	Bethlehem Medical Centre	KH D S O
	Mediclinic Hoogland	KH O
BLOEMFONTEIN	Citymed Theatre	KH KS D S O
	Cure Day Clinics Bloemfontein	KH KS D S O
	Pasteur Eye Hospital (Horizon Eye Care Centre)	KH D S O
	Life Rosepark Hospital	KH KS D O
	Mediclinic Bloemfontein	S O
	Mediclinic Bloemfontein Day Clinic	KH D S O
	Stirling Hospital	KH D S O
	Universitas Private Hospital	KH
FRANKFORT	Riemland Clinic	O
HARRISMITH	Busamed Harrismith Private Hospital	KH KS O
KROONSTAD	Netcare Kroon Hospital	KH O
MANGAUNG	Pelonomi Private Hospital	KH
SASOLBURG	Vaalpark Medical Centre	KH
WELKOM	Mediclinic Welkom	KH S O
	St Helena Hospital	KH
	Welkom Medical Centre	KH D S O

Gauteng		
ALBERTON	Clinton Clinic	D O
	Optimed	KH D S O
	The Ear and Eye Clinic	KH D S O
	Union Hospital	O
BENONI	Karibu Day Clinic	KH
	Lakefield Surgical Centre (Pty) Ltd	KH D S O
	Life The Glynnwood Hospital	KH O
	Linmed Hospital	O
	Optiklin Eye Hospital	KH O
	Sunshine Hospital	KH
BOKSBURG	The Healthy Eye	KH KS D S O
	Advanced East Rand Day Hospital	KH KS D S O
	Boksburg Medical & Dental Centre	KH KS D S O
	Sunward Park Hospital	O
BRAKPAN	Life Dalview Hospital	KH O
CENTURION	Centurion Eye Hospital	KH KS D S O
	Centurion Day Hospital	KH KS D S O
	Unitas Hospital	O
EDENVALE	Edenvale Day Clinic	KH D S O
FLORIDA	Constantia Clinic	KH KS D S O
	Fauchard Clinic	KH KS D S O
GERMISTON	Germiston Medical & Dental Centre	KH KS D S O
	Life Roseacres Hospital	KH D S O
HEIDELBERG	Life Suikerbosrand Hospital	KH O
JOHANNESBURG	Bioart Fertility Clinic	D S O
	Centre of Advanced Medicine	KH D S O
	Cure Day Clinics - Fourways	KH KS D S O
	Dr G M Pitje Day Clinic	KH KS D S O
	East Rand N17 Private Hospital	O
	Fordsburg Clinic	KH KS D S O
	Garden City Clinic	KH O

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KeyCare



KeyCare Start



Delta



Smart



Other
(Applicable to Comprehensive, Core, Saver and Priority plans - excluding Delta, Smart and Coastal options.)



KeyCare



KeyCare Start



Delta



Smart



Other
(Applicable to Comprehensive, Core, Saver and Priority plans - excluding Delta, Smart and Coastal options.)



Gauteng

JOHANNESBURG	
▪ Johannesburg Eye Hospital	KH CS D S O
▪ Life Bedford Gardens Hospital	D O
▪ Life Brenthurst Hospital	KH CS D O
▪ Life Fourways Hospital	D S O
▪ Linksfeld Park Clinic	O
▪ Linkwood Clinic	O
▪ Mediclinic Midstream	S O
▪ Mediclinic Morningside	D S O
▪ Mediclinic Sandton	O
▪ Milpark Hospital	O
▪ Mulbarton Hospital	O
▪ Nelson Mandela Children's Hospital	KH D S O
▪ Park Lane Clinic	O
▪ Rosebank Clinic	O
▪ Sandhurst Eye Centre	KH CS D S O
▪ Intercare Day Hospital Sandton	KH CS D S O
▪ Sunninghill Nursing Home	O
▪ Twenty Twenty Eye Surgery Centre	KH D S O
▪ Visiomed Eye Laser Clinic	KH CS D S O
▪ Vitalab Centre For Gynaecological Endoscopy	D S O
▪ Wits Donald Gordon Medical Centre	D S O
KEMPTON PARK	
▪ Arwyp Medical Centre	KH D O
▪ Birchmed Surgical Clinic	KH CS D S O
▪ Ekurhuleni Surgiklin Day Clinic	KH CS D S O
▪ Mercidoc Day Clinic	KH CS
KRUGERSDORP	
▪ Krugersdorp Private Hospital	O
▪ Netcare Pinehaven Hospital	O
LENASIA	
▪ Lenmed Clinic Limited	KH D O
▪ Lenmed Daxina Private Hospital	KH D O

Gauteng

MIDRAND	
▪ Cure Day Clinics - Midstream	KH CS D S O
▪ Life Carstenhof Hospital	KH D O
▪ Netcare Waterfall City Hospital	O
PRETORIA	
▪ Advanced Groenkloof Day Hospital	KH CS D S O
▪ Akasia Clinic	O
▪ Botshilu Private Hospital	KH O
▪ Bougainville Private Hospital	KH
▪ Constantia Park Medical and Dental Centre	KH CS D S O
▪ Cure Day Clinics - Erasmusloof	KH CS D S O
▪ Femina Clinic	O
▪ Intercare Day Hospital Hazeldean (Pty) Ltd	KH CS D S O
▪ Intercare Day Hospital - Irene	KH CS D S O
▪ Jakaranda Hospital	KH O
▪ Kilnerpark Narko Clinic	KH CS D S O
▪ Life Brooklyn Day Hospital	KH CS D S O
▪ Life Eugene Marais Hospital	KH CS O
▪ Life Faerie Glen Hospital	O
▪ Life Groenkloof Hospital	D S O
▪ Life Pretoria North Surgical Centre	KH CS D S O
▪ Life Wilgers Hospital	S O
▪ Louis Pasteur Hospital	KH D O
▪ Mediclinic Legae	KH O
▪ Mediclinic Kloof	O
▪ Mediclinic Medforum	KH O
▪ Mediclinic Muelmed	KH O
▪ Medkin Clinic	KH CS D S O
▪ Montana Private Hospital	O
▪ Moot Algemene Hospital	O
▪ Optimed Eye and Laser Clinic	KH O
▪ Pretoria East Eye Institute	D S O
▪ Pretoria East Private Hospital	O

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Gauteng

PRETORIA	▪ Pretoria Eye Institute	KH	O
	▪ Pretoria Urology Hospital		O
	▪ Waterkloof Surgical Centre	KH D S O	
	▪ Zuid Afrikaans Hospital	KH	O
RANDBURG	▪ Olivedale Clinic		O
RANDFONTEIN	▪ Lenmed Health Randfontein Private Hospital	KH	
	▪ Life Robinson Private Hospital	KH D O	
ROODEPOORT	▪ Cure Day Wilgeheuwel Hospital	KH D S O	
	▪ Life Flora Hospital		O
	▪ Life Wilgeheuwel Hospital		D S O
	▪ Life Wilgeheuwel Day Clinic	KH KS D S O	
	▪ Mayo Clinic	KH KS D S O	
SOWETO	▪ Apex Surgi Centre Soweto	KH KS D S O	
	▪ Dr SK Matseke Private Hospital	KH D S O	
	▪ Tshepo-Themba Private Hospital	KS	
SPRINGS	▪ Life Springs Parkland Hospital	KH	O
TEMBISA	▪ Zamokuhle Private Hospital	KH KS	O
VAAL	▪ Clinix Private Hospital Sebokeng	KH KS D O	
	▪ Mediclinic Emfuleni	KH	O
	▪ Ocumed	KH KS D S O	
VANDEBIJLPARK	▪ Cormed Clinic		O
VEREENIGING	▪ Mediclinic Vereeniging		S O
	▪ Midvaal Private Hospital	KH D	O
	▪ Visiclin Eye Clinic	KH KS D S O	
VOSLOORUS	▪ Clinix Botshelong Empilweni Clinic	KH KS S O	
WESTGATE	▪ Medgate Day Clinic	KH KS D S O	

KwaZulu-Natal

AMANZIMTOTI	▪ Kingsway Hospital	KH	O
BALLITO	▪ Alberlito Hospital		O
BEREA	▪ JMH Morningside Day Hospital	KH D S O	
CHATSWORTH	▪ Life Chatsmed Garden Hospital*	KH D O	
DURBAN	▪ Ahmed Al-Kadi Private Hospital		O
	▪ City Hospital	KH	O
	▪ Durban Eye Hospital	KH KS D S O	
	▪ Durdoc Clinic*	KH	
	▪ Ethekwini Hospital and Heart Centre		D O
	▪ Hillcrest Private Hospital		O
	▪ Life Entabeni Hospital	KH KS D O	
	▪ Life Westville Hospital		D S O
	▪ Lorne Street Anaesthetic Clinic		D S O
	▪ Nu-shifa Hospital	KH	O
	▪ Parklands Hospital		O
	▪ St Augustine's Hospital		O
	▪ Westridge Surgical Day Clinic	KH KS D S O	
EMPANGENI	▪ Life Empangeni Private Hospital	KH	O
HOWICK	▪ Howick Day Clinic	KH D S O	
	▪ Lenmed Howick Private Hospital		O
ISIPINGO	▪ Isipingo Clinic	KH S O	
KOKSTAD	▪ Kokstad Private Hospital	KH	O
LADYSMITH	▪ Ladysmith Day Hospital	KH	O
	▪ La Verna Hospital	KH	O
MARGATE	▪ Margate Private Hospital		O
	▪ Shelly Beach Day Hospital	KH D S O	
NEWCASTLE	▪ Mediclinic Newcastle	KH S O	
	▪ Mediclinic Newcastle Day Hospital	KH S O	
PINETOWN	▪ Life The Crompton Hospital	KH	O
	▪ Pinetown Medicross Theatre	KH KS D S O	

* Facility not covered on Coastal Plans

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KeyCare



KeyCare Start



Delta



Smart



Other
(Applicable to Comprehensive, Core, Saver and Priority plans - excluding Delta, Smart and Coastal options.)



KeyCare



KeyCare Start



Delta



Smart



Other
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KwaZulu-Natal

PIETERMARITZBURG	▪ Eden Gardens Private Hospital		○
	▪ Life Hilton Private Hospital		○
	▪ Mediclinic Pietermaritzburg		● S ●
	▪ Midlands Medical Centre	● KH ● D ●	○
	▪ Pietermaritzburg Eye Hospital	● KH ● KS ● D ● S ●	○
	▪ St Anne's Hospital	● KH ● KS ●	○
PHOENIX	▪ Life Mount Edgecombe Hospital	● KH ●	○
PORT SHEPSTONE	▪ Hibiscus Private Hospital*	● KH ●	
	▪ Hibiscus Day Surgical Hospital	● KH ●	○
RICHARDS BAY	▪ Medicross Richards Bay Day Theatre	● KH ● KS ●	● S ● ○
	▪ Melomed Richards Bay*	● KH ●	
	▪ Richards Bay Medical Institute Day Hospital	● KH ● KS ●	● S ● ○
	▪ The Bay Hospital	● KH ●	○
TONGAAT	▪ Mediclinic Victoria	● KH ●	○
UMHLANGA	▪ Gateway Private Hospital		○
	▪ KZN Day Clinic	● KH ● KS ● D ● S ●	○
	▪ Medstone Medical Centre T/A Umhlanga Eye Institute	● KH ● KS ● D ● S ●	○
	▪ Netcare Umhlanga Hospital		● S ● ○
VRYHEID	▪ Abaqulusi Private Hospital		○

Limpopo

BELA BELA	▪ St Vincent's Hospital	● KH ●	○
LEPHALALE	▪ Mediclinic Lephalale	● KH ●	○
LOUIS TRICHARDT	▪ Zoutpansberg Private Hospital	● KH ●	○
POLOKWANE	▪ Mediclinic Limpopo Day Clinic	● KH ● KS ● D ● S ●	○
	▪ Mediclinic Limpopo		
	▪ Netcare Pholoso Hospital		● S ● ○
THABAZIMBI	▪ Mediclinic Thabazimbi	● KH ●	○
TZANEEN	▪ Mediclinic Tzaneen	● KH ●	● S ● ○

Mpumalanga

BARBERTON	▪ RH Phodclinic	● KH ●	
EMALAHLENI	▪ Advanced De La Vie Day Hospital	● KH ● KS ● D ● S ●	○
	▪ Emalahleni Day Hospital	● KH ● KS ● D ● S ●	○
	▪ Highveld Eye	● KH ● KS ● D ● S ●	○
	▪ Life Cosmos Hospital	● KH ●	● D ● S ● ○
ERMELO	▪ Mediclinic Ermelo	● KH ●	○
MIDDELBURG	▪ Life Midmed Private Hospital	● KH ● KS ●	○
MBOMBELA	▪ Lowveld Hospital	● KH ●	○
	▪ Mediclinic Nelspruit	● KH ● KS ●	○
	▪ Mediclinic Nelspruit Day Clinic	● KH ● KS ● D ● S ●	○
	▪ Surgiclinic		● S ● ○
	▪ Kiaat Private Hospital		○
PIET RETIEF	▪ RH Piet Retief Private Hospital	● KH ●	
TRICHARDT	▪ Mediclinic Highveld	● KH ●	○
North West			
BRITS	▪ Mediclinic Brits	● KH ●	○
CARLTONVILLE	▪ The Fountain Private Hospital	● KH ●	○
KLERKSDORP	▪ Life Anncron Hospital	● KH ●	● S ● ○
	▪ Wilmed Park Private Hospital		○
MAFIKENG	▪ Victoria Private Hospital	● KH ●	○
POTCHEFSTROOM	▪ Mediclinic Potchefstroom	● KH ●	○
	▪ Mooimed Private Hospital	● KH ●	○
	▪ Potchefstroom Medical & Dental Centre	● KH ●	● D ● S ● ○
RUSTENBURG	▪ Ferncrest Hospital		● D ● S ●
	▪ Life Peglerae Hospital	● KH ● KS ●	○
	▪ Rustenburg Medi-Care Centre		○
	▪ Rustenburg Private Eye Clinic	● KH ● KS ● D ● S ●	○
VRYBURG	▪ Vryburg Private Hospital	● KH ●	○

* Facility not covered on Coastal Plans

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KeyCare



KeyCare Start



Delta



Smart



Other
(Applicable to Comprehensive, Core, Saver and Priority plans - excluding Delta, Smart and Coastal options.)



KeyCare



KeyCare Start



Delta



Smart














































































Other
(Applicable to Comprehensive, Core, Saver and Priority plans - excluding Delta, Smart and Coastal options.)








































































































Northern Cape

HARTSWATER	■ Jane Keyser Clinic		
	■ Medi – Harts Day Clinic		
KATHU	■ Lenmed Health Kathu Private Hospital		
	■ Lenmed Royal Hospital and Heart Centre*		
KIMBERLEY	■ Mediclinic Kimberley		
	■ Narko Clinic		 
LIME ACRES	■ Finsch Mine Hospital*		
UPINGTON	■ Kalahari Day Theatre Cataract and Eye Centre		 
	■ Mediclinic Upington		

Western Cape

ATLANTIS	■ Wesfleur Private Clinic				
BELLVILLE	■ Bellville Medical Centre				
	■ Khangella Eye Theatre				 
	■ Mediclinic Louis Leipoldt				
CAPE TOWN	■ Alchimia Clinic				
	■ Drs Aevitas Clinic PTY LTD				
	■ Busamed Paardevlei Private Hospital (Rf) (Pty) Ltd				
	■ Cape Dental Theatres				
	■ Cape Eye Hospital				
	■ Christiaan Barnard Memorial Hospital				
	■ Gatesville Medical Centre				
	■ Life Kingsbury Hospital				
	■ Life Vincent Pallotti Hospital				
	■ The Link Day Surgery Clinic				
	■ Mediclinic Cape Gate Day Clinic				 
	■ Mediclinic Cape Town				 
	■ Mediclinic Constantiaberg				
	■ Medicross Foreshore Day Hospital			 	
	■ Mediclinic Panorama			 	
	■ Mediclinic Strand				
	■ Melomed Tokai				
	■ N1 City Hospital				
	■ Netcare Blaauwberg Hospital				
	■ New Era Health Day Clinic				
	■ Parow Medical and Dental Centre				 
■ Peninsula Eye Hospital				 	
■ UCT Medical Centre (Pty) Ltd					
■ Summerhill Surgical Centre					
■ Tokai Medical and Dental Centre				 	

Western Cape

CAPE TOWN	■ The Cosmetic Surgery Institute				
CERES	■ Ceres Private Hospital				
CONSTANTIA	■ Driftwood Clinic				
DURBANVILLE	■ Advanced Durbanville Surgical Centre				 
	■ Mediclinic Durbanville Day Clinic				 
	■ The Surgical Institute				 
GEORGE	■ George Surgical Centre				
	■ Mediclinic Geneva				
	■ Mediclinic George				
GOODWOOD	■ Monte Vista Clinic				 
HERMANUS	■ Hermanus Medical Care T/A (Pty) Ltd Hermanus Day Hospital				
	■ Mediclinic Hermanus				
KHAYELITSHA	■ Thembani Theatres			 	
KNYSNA	■ Advanced Knysna Surgical Centre				
	■ Life Knysna Private Hospital				
KRAAIFONTEIN	■ Kraaifontein Medical and Dental Centre				 
KUILSRIVER	■ Kuilsriver Private Hospital				
MILNERTON	■ Intercare Day Hospital Century City				 
	■ Mediclinic Milnerton				 
MITCHELLS PLAIN	■ Mitchells Plain Medical Centre*				
MOSEL BAY	■ Life Bay View Hospital				
	■ Vidamed Bay Hospital			 	
OUDTSHOORN	■ Cango Medicentre				
	■ Mediclinic Klein Karoo				
PAARL	■ Cure Day Clinics - St Stephens Paarl				
	■ Mediclinic Paarl				
PAROW	■ Advanced Panorama Surgical Centre				 
	■ Cure Day Clinics - Bellville				 
	■ Panorama Laser Clinic				 

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KeyCare



KeyCare Start



Delta



Smart



Other
(Applicable to Comprehensive, Core, Saver and Priority plans - excluding Delta, Smart and Coastal options.)



KeyCare



KeyCare Start



Delta



Smart



Other
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Western Cape		
PLETTENBERG BAY	<ul style="list-style-type: none"> Mediclinic Plettenberg Bay 	
ROBERTSON	<ul style="list-style-type: none"> Carewell Robertson Day Hospital 	
SIMON'S TOWN	<ul style="list-style-type: none"> Advanced Harbour Bay Surgical Centre 	
SOMERSET WEST	<ul style="list-style-type: none"> Cure Day Clinic - Somerset West 	
	<ul style="list-style-type: none"> Mediclinic Vergelegen 	
	<ul style="list-style-type: none"> Somerset Aesthetic Clinic 	
	<ul style="list-style-type: none"> Summerhill Surgical Centre 	
SOUTHERN SUBURBS	<ul style="list-style-type: none"> John Hill Eye Laser Centre* 	
	<ul style="list-style-type: none"> Life Sport Science Orthopaedic Surgical Day Centre 	
	<ul style="list-style-type: none"> Rondebosch Medical Centre 	
STELLENBOSCH	<ul style="list-style-type: none"> Mediclinic Stellenbosch Day Clinic 	
	<ul style="list-style-type: none"> Mediclinic Winelands Day Clinic 	
	<ul style="list-style-type: none"> Wijnland Fertility Clinic 	
VREDENBURG	<ul style="list-style-type: none"> Life West Coast Private Hospital 	
WORCESTER	<ul style="list-style-type: none"> Advanced Worcester Surgical Centre 	
	<ul style="list-style-type: none"> Mediclinic Worcester 	
Lesotho		
MASERU	<ul style="list-style-type: none"> Willies Hospital 	

Contact us

The following channels are available for your complaints and we encourage you to follow the process:

01 | TO TAKE YOUR QUERY FURTHER:

If you have already contacted the Discovery Health Medical Scheme and feel that your query has still not been resolved, please complete our online complaints form on www.discovery.co.za. We would also love to hear from you if we have exceeded your expectations.

02 | TO CONTACT THE PRINCIPAL OFFICER:

If you are still not satisfied with the resolution of your complaint after following the process in Step 1 you are able to escalate your complaint to the Principal Officer of the Discovery Health Medical Scheme. You may lodge a query or complaint with Discovery Health Medical Scheme by completing the online form on www.discovery.co.za or by emailing principalofficer@discovery.co.za.

03 | TO LODGE A DISPUTE:

If you have received a final decision from Discovery Health Medical Scheme and want to challenge it, you may lodge a formal dispute. You can find more information of the Scheme's dispute process on the website.

04 | TO CONTACT THE COUNCIL FOR MEDICAL SCHEMES:

Discovery Health Medical Scheme is regulated by the Council for Medical Schemes. You may contact the Council at any stage of the complaints process, but we encourage you to first follow the steps above to resolve your complaint before contacting the Council. Contact details for the Council for Medical Schemes: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion 0157 | complaints@medicalschemes.co.za | 0861 123 267 | www.medicalschemes.co.za

The hospital network lists can change at any time. Please go to www.discovery.co.za to see the latest list before any planned admissions.

VIEW OTHER NETWORK PROVIDERS USING FIND A HEALTHCARE PROVIDER ON THE DISCOVERY APP.



DOCTOR NETWORKS



HOSPITAL NETWORKS



MEDICINE NETWORKS



DAY SURGERY NETWORKS

** Regional network hospital

* Facility not covered on Coastal Plans

All network lists can change at any time. Please go to www.discovery.co.za to see the latest list before any planned admissions.



KeyCare

KeyCare Start

Delta

Smart

Other
(Applicable to Comprehensive, Core, Saver and Priority plans - excluding Delta, Smart and Coastal options.)



www.discovery.co.za

CONTACT US | TEL 0860 99 88 77 | PO BOX 784262 SANDTON 2146 | ADDRESS 1 Discovery Place, Sandhurst, Sandton, 2196 | www.discovery.co.za
Discovery Health Medical Scheme, registration number 1125, is regulated by the Council for Medical Schemes and administered by Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider.

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