

Hospital networks for KeyCare, Delta and Smart plans 2018

KeyCare Hospital Networks

The lists apply to members on the KeyCare Core and KeyCare Plus plans. You must go to one of these hospitals for planned hospital admissions. If you do not use one of these hospitals for a planned admission, you will need to pay these claims. The lists also apply to KeyCare Access, for emergencies and trauma.

Full Cover Hospital Network – We cover you in full at the rate agreed with the hospital

*Hospitals with no casualty unit

Eastern Cape

East London

- Life Beacon Bay Hospital
- Life East London Private Hospital*
- Life St James Operating Theatres*
- Life St Dominic's Private Hospital

Humansdorp

- Life Isivivana Private Hospital

Port Elizabeth

- Life Mercantile Hospital

Queenstown

- Life Queenstown Private Hospital

Uitenhage

- Netcare Cuyler Clinic

Umtata

- Life St Mary's Private Hospital

Free State

Bethlehem

- Mediclinic Hoogland

Bloemfontein

- Horizon Eye Care Centre
- Netcare Pelonomi Private Hospital

- Life Rosepark Hospital

- Life Pasteur Hospital*

- Netcare Universitas Private Hospital*

Sasolburg

- Netcare Vaalpark Hospital

Welkom

- Mediclinic Welkom
- St Helena Hospital

Gauteng

Benoni

- Life The Glynnwood Hospital
- Sunshine Hospital
- Netcare Optiklin Eye Hospital

Brakpan

- Life Dalview Hospital

Germiston

- Life Roseacres Hospital

Heidelberg

- Life Suikerbosrand Hospital

Johannesburg

- Netcare Rand Hospital
- Netcare Garden City Hospital
- Life Brenthurst Hospital

Midrand

- Life Carstenhof Hospital

Pretoria

- Netcare Bougainville Private Hospital
- Life Eugene Marais Hospital
- Netcare Jakaranda Hospital*
- Mediclinic Legae*
- Mediclinic Medforum
- Mediclinic Muelmed
- Pretoria Eye Institute

Randfontein

- Life Robinson Private Hospital
- Lenmed Health Randfontein Private Hospital

Saxonwold

- Life Genesis Clinic

Soshanguve

- Botshilu Private Hospital

Soweto

- Clinix Tshepo-Themba Private Hospital
- Dr S K Matseke Memorial Hospital

Springs

- Life Springs Parkland Hospital
- Life St Mary's Maternity Hospital*

Tembisa

- Lenmed Health Zamokuhle Private Hospital

Vanderbijlpark

- Mediclinic Emfuleni
- Ocumed

Vereeniging

- Clinix Naledi-Nkanyezi Private Hospital
- Midvaal Private Hospital

Vosloorus

- Clinix Botshelong-Empilweni Private Hospital

KwaZulu-Natal

Amanzimtoti

- Netcare Kingsway Hospital

Chatsworth

- Life Chatsmed Garden Hospital

Durban

- JMH City Hospital
- Life Entabeni Hospital

Empangeni

- Life Empangeni Garden Clinic

Isipingo

- JMH Isipingo Clinic

Kokstad

- Kokstad Private Hospital

Ladysmith

- Lenmed Health La Verna Hospital

Newcastle

- Mediclinic Newcastle

Phoenix

- Life Mount Edgcombe Hospital

Pietermaritzburg

- Netcare St Anne's Hospital

Pinetown

- Life Crompton Hospital

Port Shepstone

- Hibiscus Hospital

Richards Bay

- Netcare The Bay Hospital

Tongaat

- Mediclinic Victoria

Limpopo

Bela-Bela

- St Vincent's Hospital

Polokwane

- Mediclinic Limpopo

Thabazimbi

- Mediclinic Thabazimbi

Tzaneen

- Mediclinic Tzaneen

Mpumalanga

Barberton

- Mediclinic Barberton

Emalahleni

- Life Cosmos Hospital

Ermelo

- Mediclinic Ermelo

Middelburg

- Life Midmed Private Hospital

Nelspruit

- Mediclinic Nelspruit

Piet Retief

- Life Piet Retief Hospital

Trichardt

- Mediclinic Highveld

North West

Brits

- Mediclinic Brits

Carletonville

- The Fountain Private Hospital

Klerksdorp

- Life Anncron Hospital

Mafikeng

- Victoria Private Hospital*

Potchefstroom

- Mediclinic Potchefstroom

Rustenburg

- Life Peglerae Hospital

Vryburg

- Vryburg Private Hospital

Northern Cape

Kathu

- Lenmed Health Kathu Private Hospital

Kimberley

- Mediclinic Kimberley
- Finsch Mine Hospital*

Upington

- Mediclinic Upington

Western Cape

Bellville

- Melomed Bellville
- Mediclinic Louis Leipoldt
- Cape Eye Hospital

Cape Town

- Netcare Christiaan Barnard Memorial Hospital
- Netcare UCT Medical Centre*

Ceres

- Netcare Ceres Hospital

Gatesville

- Melomed Gatesville

George

- Mediclinic Geneva*
- Mediclinic George

Hermanus

- Mediclinic Hermanus

Kuils River

- Netcare Kuilsriver Hospital

Milnerton

- Mediclinic Milnerton

Mitchells Plain

- Melomed Mitchells Plain

Mossel Bay

- Life Bayview Hospital

Oudtshoorn

- Mediclinic Klein Karoo

Paarl

- Mediclinic Paarl

West Coast

- Life West Coast Private Hospital

Worcester

- Mediclinic Worcester

Lesotho

- Willies Hospital*

Partial Cover Hospital Network – We pay up to a maximum of 70% of the hospital account, you must pay the balance of the account. If the admission is a Prescribed Minimum Benefit, we will pay 80% of the Discovery Health Rate.

Gauteng

Kempton Park

- Arwyp Medical Centre

Lenasia

- Lenmed Health Ahmed Kathrada Private Hospital

Pretoria

- Louis Pasteur Hospital
- Zuid-Afrikaans Hospital

KwaZulu-Natal

Pietermaritzburg

- Midlands Medical Centre

Sydenham

- Lenmed Health Shifa Hospital

KeyCare Access Hospital Network for childbirth and care for your baby

We cover you in full at the agreed rate with the hospital. If you do not use one of these hospitals, you will need to pay these claims.

Eastern Cape

Port Elizabeth

- Life Mercantile Hospital

Uitenhage

- Netcare Cuyler Hospital

Umtata

- Life St Mary's Private Hospital*

Free State

Bloemfontein

- Netcare Pelonomi Private Hospital

Sasolburg

- Netcare Vaalpark Hospital

Gauteng

Alberton

- Netcare Clinton Clinic

Johannesburg

- Netcare Rand Hospital

Krugersdorp

- Netcare Krugersdorp Private Hospital

Pretoria

- Netcare Femina Clinic
- Mediclinic Legae*

Soweto

- Dr S K Matseke Memorial Hospital

Springs

- Netcare East Rand N17 Private Hospital

Tembisa

- Lenmed Health Zamokhule Private Hospital

KwaZulu-Natal

Amanzimtoti

- Netcare Kingsway Hospital

Durban

- JMH City Hospital

Kokstad

- Kokstad Private Hospital

Ladysmith

- Lenmed Health La Verna Hospital

Pietermaritzburg

- Netcare St Annes Hospital

Richards Bay

- Netcare The Bay Hospital

Tongaat

- Mediclinic Victoria

Limpopo

Polokwane

- Mediclinic Limpopo

Tzaneen

- Mediclinic Tzaneen

Mpumalanga

Nelspruit

- Mediclinic Nelspruit

Northern Cape

Kimberley

- Mediclinic Kimberley

North West

Rustenburg

- Netcare Ferncrest Hospital

Western Cape

Gatesville

- Melomed Gatesville

Kuils River

- Netcare Kuilsriver Hospital

Milnerton

- Mediclinic Milnerton

Mitchells Plain

- Melomed Mitchells Plain

Paarl

- Mediclinic Paarl

KeyCare Day Surgery Network 2018

Eastern Cape

Port Elizabeth

- Medical Forum Theatre

Queenstown

- Life Queenstown Private Hospital

Uitenhage

- Netcare Cuyler Clinic

Umtata

- Life St Mary's Private Hospital

Free State

Bethlehem

- Bethlehem Medical Centre

Bloemfontein

- Citymed Theatre
- Cure Day Clinics – Bloemfontein

Welkom

- Welkom Medical Centre

Gauteng

Alberton

- Optimed

Benoni

- Karibu Day Clinic
- Lakefield Surgical Centre
- The Healthy Eye

Boksburg

- Boksburg Medical & Dental Centre

Florida

- Constantia Clinic
- Fauchard Clinic

Germiston

- Germiston Medical & Dental Centre

Johannesburg

- Centre of Advanced Medicine
- Cure Day Clinics - Fourways
- Fordsburg Clinic
- Lenmed Health Daxina Private Hospital
- Twenty Twenty Eye Surgery Centre
- Visiomed Eye Laser Clinic
- Johannesburg Eye Hospital
- Ocumed Day Hospital

Kempton Park

- Birchmed Surgical Clinic
- Ekurhuleni Surgiklin Day Clinic
- Mercidoc Day Clinic

Krugersdorp

- Protea Clinic

Pretoria

- Advanced Groenkloof Day Hospital
- Centurion Day Hospital
- Cure Day Clinics – Erasmuskloof
- Cure Day Clinics – Midstream
- Intercare Day Hospital - Hazeldean
- Intercare Day Hospital – Irene
- Kilnerpark Narko Clinic
- Life Brooklyn Day Hospital
- Life Pretoria North Day Clinic
- Medkin Clinic
- Silverton Medical & Dental Centre

Radiokop

- Life Wilgeheuwel Day Clinic

Roodepoort

- Mayo Clinic

Sandton

- Sandton Day Clinic
- Sandhurst Eye Centre

Centurion

- Centurion Eye Hospital

Westgate

- Medgate Day Clinic

KwaZulu Natal

Durban

- Bluff Medical & Dental Centre
- Durdoc Clinic
- Malvern Medical & Dental Centre
- Westridge Surgical
- Durban Eye Hospital

Howick

- Howick Day Clinic

Pinetown

- Pinetown Medicross Theatre

South Coast

- Shelly Beach Day Hospital

Umhlanga

- KZN Day Clinic
- Medstone Medical Centre

Mpumalanga

Emalahleni/Witbank

- Advanced De La Vie Day Hospital
- Emalahleni Day Hospital
- Highveld Eye

Nelspruit

- Lowveld Hospital

Secunda

- Mediclinic Secunda

North West

Lichtenburg

- Lichtenburg Clinic

Potchefstroom

- Potchefstroom Medical & Dental Centre

Northern Cape

Hartswater

- Medi – Harts Day Clinic

Kimberley

- Narko Clinic

Limpopo

Louis Trichardt

- Zoutpansberg Private Hospital

Polokwane

- Mediclinic Limpopo Day Clinic

Western Cape

Atlantis

- Wesfleur Private Clinic

Bellville

- Cure day Clinics – Bellville
- Khangela Eye Theatre

Cape Town

- John Hill Eye Laser Centre
- Parow Medical & Dental Centre

Oudtshoorn

- Cango Medicentre

Durbanville

- Advanced Durbanville Surgical Centre
- Mediclinic Durbanville Day Clinic
- The Surgical Institute

George

- George Surgical Centre

Hermanus

- Hermanus Day Hospital

Khayelitsha

- Thembani Theatres

Knysna

- Advanced Knysna Surgical Centre

Kraaifontein

- Kraaifontein Medical & Dental Centre

Milnerton

- Intercare Day Hospital – Century City

Monte Vista

- Monte Vista Clinic

Mossel Bay

- Vidamed Bay Hospital

Paarl

- Cure Day Clinics – St Stephens Paarl

Panorama

- Advanced Panorama Surgical Centre

Somerset West

- Cure Day Clinics – Somerset West
- Somerset Aesthetic Clinic

Tokai

- Tokai Medical & Dental Centre

Worcester

- Advanced Worcester Surgical Centre

Delta Hospital Network

Applicable to Classic Delta Comprehensive, Essential Delta Comprehensive, Classic Delta Saver, Essential Delta Saver, Classic Delta Core and Essential Delta Core network options. You are covered in full at hospitals in the Delta Hospital Network. For planned admissions to any other private hospital, you must pay an upfront amount of R7 650. This does not apply in an emergency

Gauteng

- Arwyp Medical Centre
- Life Bedford Gardens Hospital
- Netcare Bougainville Private Hospital
- Life Brenthurst Clinic
- Life Carstenhof Clinic
- Dr S K Matseke Memorial Hospital
- Clinix Naledi-Nkanyezi Private Hospital
- Netcare Clinton Clinic
- Life Genesis Clinic
- Mediclinic Emfuleni
- Netcare Femina Hospital
- Life Fourways Hospital
- Mediclinic Legae Private Hospital
- Lenmed Ahmed Kathrada Private Hospital
- Life Groenkloof Hospital
- Louis Pasteur Hospital
- Midvaal Private Hospital
- Mediclinic Morningside
- Life Robinson Private Hospital
- Life Roseacres Clinic
- Life Suikerbosrand Clinic
- Wits Donald Gordon Medical Centre
- Life Wilgeheuwel Hospital

Exception hospitals

- Sunninghill hospital (Cardiac electrophysiology centre – arrhythmia conditions only)
 - Zuid-Afrikaans hospital (Cardiac electrophysiology centre – arrhythmia conditions only)
 - Life Wilgers hospital (Cathlab related procedures only)
 - Mediclinic Midstream (Cardiac electrophysiology centre – arrhythmia conditions only)
 - Netcare Milpark (Cardiac electrophysiology centre – arrhythmia conditions only)
 - Mediclinic Medforum (Maternity related)
-

Eastern Cape

- Life Mercantile Hospital
-

KwaZulu Natal

- Life Chatsmed Garden Hospital
 - Life Entabeni Hospital
 - Midlands Medical Centre
 - Life Westville Hospital
 - Ethekwini Hospital and Heart Centre
-

Exception hospitals

- St Augustine's (Cardiac electrophysiology centre – arrhythmia conditions only)
- Gateway (Cardiac electrophysiology centre – arrhythmia conditions only)

Western Cape

- Mediclinic Cape Town
- Life Vincent Pallotti Hospital
- Melomed Mitchells Plain
- Mediclinic Panorama

- Mediclinic Stellenbosch
- Mediclinic Vergelegen
- Life Peninsula Hospital

Exception hospitals

- Melomed Bellville (Cardiac electrophysiology centre – arrhythmia conditions only)
- Life Kingsbury Hospital (Ophthalmology and peripheral vascular surgery only)
- Christiaan Barnard Memorial hospital (Cardiac electrophysiology centre – arrhythmia conditions only)

- Melomed Tokai (Cardiac electrophysiology centre – arrhythmia conditions only)

Free State

- Life Rosepark Hospital
- Netcare Universitas Private Hospital
- Horizon Eye Care Centre

Delta day clinic network

Applicable to Classic Delta Comprehensive, Essential Delta Comprehensive, Classic Delta Saver, Essential Delta Saver, Classic Delta Core and Essential Delta Core network options. You are covered in full at hospitals in the Delta Hospital Network. For planned admissions to any other private hospital, you must pay an upfront amount of R7 650. This does not apply in an emergency.

Gauteng

- Advanced Groenkloof Day Hospital
- Advanced Soweto Eye Hospital
- Bagleyston Day Clinic
- Benoni Day Clinic
- Birchmed Day Clinic
- Boksburg Medical and Dental Centre
- Centre of Advanced Medicine
- Centurion Clinic for Cosmetic Surgery
- Centurion Eye Hospital
- Constantia Clinic
- Constantia Park Medical and Dental Centre
- Cure Day Clinic - Erasmuskloof
- Cure Day Clinic- Fourways
- Cure Day Clinic - Midstream
- Eastmed Day Clinic
- Edenvale Day Clinic
- Ekurhuleni Surgiklin Day Clinic
- Fauchard Clinic
- Fordsburg Clinic

- Germiston Medical and Dental Centre
- Hasson & Lubbert Theatre
- Intercare Day Hospital Hazeldean
- Intercare Day Hospital Irene
- Johannesburg Clinic
- Johannesburg Eye Hospital
- Karibu Day Clinic
- Kilnerpark Narko Clinic
- Lakefield Surgical Centre
- Life Brooklyn Day Hospital
- Life Pretoria North Surgical Centre
- Protea Clinic
- Life Wilgeheuwel Day Clinic
- Mayo Clinic
- Medgate Day Clinic
- Medi Dent Day Clinic
- Medkin Clinic
- Mercidoc Day Clinic
- Ocumed
- Optimed
- P J Schutte Theatre Unit
- Peniston N T Theatre

- Pretoria Narkokliniek
- Protea Clinic
- Randburg Medical & Dental Centre
- Sandhurst Eye Centre
- Sandton Day Clinic (Previously Sandton Surgical Centre)
- Silverton Medical And Dental Centre
- South Day Clinic (Pty) Ltd
- The Berg Day Theatre
- The Healthy Eye
- Twenty Twenty Eye Surgery Centre
- Visidlin Eye Clinic
- Visiomed Eye Laser Clinic
- Vitalab Centre For Gynaecological Endoscopy

Free State

- Bethlehem Medical Centre
- Citymed Theatre
- Cure Day Clinic Bloemfontein
- Welkom Medical Centre

Mpumalanga

- Advanced De La Vie Hospital
-

KwaZulu Natal

- Bluff Medical And Dental Centre
- Care Clinic (Westville)
- Howick Day Clinic
- KZN Day Clinic
- Lorne Street Anaesthetic Clinic
- Malvern Medical And Dental Centre
- Mandeni Medical Services
- Pinetown Clinic (Pty) Ltd
- Pinetown Medicross Theatre
- Shelly Beach Day Clinic
- Westridge Surgical Day Clinic
- Medstone Medical Centre T/A Umhlanga Eye Centre
- Durban Eye Hospital

Western Cape

- Advanced Durbanville Surgical Centre
- Advanced Knysna Surgical Centre (Pty) Ltd
- Advanced Panorama Surgical Centre (Pty)
- Advanced Vergelegen Surgical Centre (Pty) Ltd
- Advanced Worcester Surgical Centre
- Cango Medicentre
- Cape Dental Theatres
- Cure Day Clinic - Belville (Pty) Ltd
- Cure Day Clinic - St Stephens Paarl
- Cure Day Clinic Somerset West
- Driftwood Clinic
- George Surgical Centre
- Intercare Day Hospital - Century City

- John Hill Eye Laser Centre
- Khangella Eye Theatre
- Kraaifontein Medical and Dental Centre
- Life Sport Science Orthopaedic Surgical Day Centre
- Mediclinic Durbanville Day Hospital
- Medi Paarl Kliniek
- Monte Vista Clinic
- Panorama Laser Clinic
- Parow Medical And Dental Centre
- Renaissance Surgical Clinic
- Somerset Aesthetic Clinic
- The Surgical Institute (Pty) Ltd
- Thembani Theatres
- Tokai Medical & Dental Centre
- Vidamed Bay Hospital (Pty) Ltd
- Wesfleur Private Clinic

Smart Hospital Network

You are covered in full at hospitals in the Smart Hospital Network. For planned admissions to any other private hospital, you must pay an upfront amount of R8 800. This does not apply in an emergency.

Gauteng

- Mediclinic Morningside
- Wits Donald Gordon Medical Centre
- Netcare Clinton Hospital
- Life Roseacres Clinic
- Netcare Waterfall City Hospital
- Life The Glynnwood
- Life Wilgeheuwel Hospital
- Netcare Krugersdorp Hospital
- Dr S K Matseke Memorial Hospital
- Mediclinic Vereeniging
- Mediclinic Medforum
- Netcare Park Lane Hospital
- Mediclinic Legae
- Mediclinic Midstream
- Clinix Botshelong Empilweni
- Life Genesis Clinic
- Life Fourways Hospital
- Life Groenkloof Hospital
- Life Wilgers Hospital

Exception hospitals

- Sunninghill hospital (Cardiac electrophysiology centre – arrhythmia conditions only)
 - Zuid-Afrikaans hospital (Cardiac electrophysiology centre – arrhythmia conditions only)
 - Netcare Milpark (Cardiac electrophysiology centre – arrhythmia conditions only)
-

Free State

- Mediclinic Bloemfontein
-

Exception hospitals

- Horizon Eye Care Centre (Cataract related procedures only)
-

KwaZulu Natal

- Mediclinic Pietermaritzburg
- Netcare St Augustine's Hospital
- JMH Isipingo Clinic

- Life Westville Hospital
- Netcare Umhlanga Hospital

Exception hospitals

- Gateway (Cardiac electrophysiology centre – arrhythmia conditions only)
- Ethekezi (Cardiac electrophysiology centre – arrhythmia conditions only)

Western Cape

- Mediclinic Panorama
- Mediclinic Constantiaberg
- Melomed Gatesville
- Mediclinic Cape Town
- Mediclinic Stellenbosch

- Melomed Mitchells Plain
- Mediclinic Milnerton
- Life Kingsbury Hospital
- Life Peninsula Eye Hospital

Exception hospitals

- Melomed Bellville (Cardiac electrophysiology centre – arrhythmia conditions only)
- Christiaan Barnard Memorial hospital (Cardiac electrophysiology centre – arrhythmia conditions only)
- Melomed Tokai (Cardiac electrophysiology centre – arrhythmia conditions only)
- Life Vincent Pallotti (Cardiac electrophysiology centre – arrhythmia conditions only)

Eastern Cape

- Netcare Greenacres Hospital
- Life Beacon Bay Hospital

North West

- Netcare Ferncrest Hospital

Mpumalanga

- Mediclinic Nelspruit

Smart day clinic network

You are covered in full at hospitals in the Smart Hospital Network. For planned admissions to any other private hospital, you must pay an upfront amount of R8 800. This does not apply in an emergency.

Gauteng

- Bagleyston Day Clinic
- Benoni Day Clinic
- Birchmed Day Clinic
- Boksborg Medical and Dental Centre
- Centre of Advanced Medicine
- Centurion Clinic for Cosmetic Surgery
- Centurion Eye Hospital
- Constantia Clinic
- Constantia Park Medical and Dental Centre
- Cure Day Clinics – Erasmuskloof
- Cure Day Clinics - Fourways
- Cure Day Clinics-Midstream
- Eastmed Day Clinic
- Edenvale Day Clinic
- Fauchard Clinic
- Fordsburg Clinic
- Germiston Medical and Dental Centre
- Hasson & Lubbert Theatre

- Intercare Day Hospital Hazeldean
- Intercare Day Hospital Irene
- Johannesburg Clinic
- Johannesburg Eye Hospital
- Karibu Day Clinic
- Kilnerpark Narko Clinic
- Lakefield Surgical Centre (Pty) Ltd
- Life Brooklyn Day Clinic
- Life Pretoria North Surgical Centre
- Life Wilgeheuwel Day Clinic
- Mayo Clinic
- Medgate Day Clinic
- Medi Dent Day Clinic
- Medkin Clinic
- Mercidoc Day Clinic
- Ocumed
- Optimed
- P J Schutte Theatre Unit
- Peniston N T Theatre
- Pretoria Narkokliniek
- Protea Clinic
- Randburg Medical & Dental Centre
- Sandhurst Eye Centre

- Sandton Day Clinic (Previously Sandton Surgical Centre)
- Silverton Medical And Dental Centre
- South Day Clinic (Pty) Ltd
- The Berg Day Theatre
- The Healthy Eye
- Twenty Twenty Eye Surgery Centre
- Visiclin Eye Clinic
- Visiomed Eye Laser Clinic
- Vitalab Centre For Gynaecological Endoscopy
- Ekurhuleni Surgiklin Day Clinic
- Advanced Groenkloof Day Hospital
- Advanced Soweto Eye Hospital

Free State

- Citymed Theatre
- Cure Day Clinic Bloemfontein

KwaZulu Natal

- Bluff Medical And Dental Centre

- Care Clinic (Westville)
- Howick Day Clinic
- KZN Day Clinic
- Lorne Street Anaesthetic Clinic
- Malvern Medical And Dental Centre
- Mandeni Medical Services
- Pinetown Clinic (Pty) Ltd
- Pinetown Medicross Theatre
- Shelly Beach Day Clinic
- Westridge Surgical Day Clinic
- Medstone Medical Centre T/A Umhlanga Eye Centre
- Durban Eye Hospital

Western Cape

- Advanced Durbanville Surgical Centre

- Advanced Vergelegen Surgical Centre
- Advanced Panorama Surgical Centre (Pty) Ltd
- Cape Dental Theatres
- Cure Day Clinic- Belville (Pty) Ltd
- Cure Day Clinic – St Stephens Paarl
- Cure Day Clinic – Somerset West
- Driftwood Clinic
- Intercare Day Hospital - Century City
- John Hill Eye Laser Centre
- Khangella Eye Theatre
- Kraaifontein Medical And Dental Centre
- Life Sport Science Orthopaedic Surgical Day Centre
- Mediclinic Durbanville Day Hospital

- Monte Vista Clinic
- Panorama Laser Clinic
- Parow Medical And Dental Centre
- Renaissance Surgical Clinic
- The Surgical Institute (Pty) Ltd
- Tokai Medical & Dental Centre
- Wesfleur Private Clinic

Eastern Cape

- Medical Forum Theatre

Coastal Hospital Network

You can go to any private hospital in one of the four coastal provinces for a planned admission. For planned admissions to any other hospital, we pay up to a maximum of 70% of the Discovery Health Rate (DHR) of the hospital account.

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.

Contact us

You can call us on 0860 99 88 77 or visit www.discovery.co.za for more information.

Complaints process

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

Step 1 – 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.

Step 2 – 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.

Step 3 – 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.

Step 4 – 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.com | 0861 123 267 | www.medicalschemes.com



www.discovery.co.za