

Quality care in our Day Surgery Network Source Find a network facility for your health plan option

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.

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.

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.

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 R8 700. This does not apply in an emergency.

SMART DAY SURGERY NETWORK

S

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 R9 950. This does not apply in an emergency.

> Click on the region vou would like to view



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 (*). The Day Surgery Network List only indicates hospitals that do not offer full cover for day surgery procedures in the four coastal provinces.

For planned admissions for day surgery procedures to any other private hospital, you must pay an upfront amount of R5 700. This does not apply in an emergency.



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 700. This does not apply in an emergency.

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 s Smart

C Coastal

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

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 (tympanoplasty, 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, in. 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

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

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

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🕅 KeyCare 🛛 📧 KeyCare Start 🗍 💿 Delta 🗍 💁 Smart 🗍 🖸 Coastal 🗍



		-			_
East London	East London Eye Hospital (Pty) Ltd	КН			0
	Life Beacon Bay Hospital	КНК	•	S	0
	Life St Dominic's Hospital	КН		S	0
	 Life St James Hospital 	КН		5	0
Humansdorp	Life Isivivana Private Hospital	КН			0
Matatiele	 Matatiele Private Hospital 				0
Mthatha	Life St Mary's Private Hospital	КН			0
Port Elizabeth	 Greenacres Hospital 			S	0
	 Life Mercantile Hospital* 		D		
	 Life St George's Hospital 	KH K	3		0
	 Medical Forum Theatre 	КН (5 D	S	0
Queenstown	Life Queenstown Private Hospital	КН		S	0
Uitenhage	 Netcare Cuyler Hospital 	КН			0
Free State					
Bethlehem	 Bethlehem Medical Centre 	КН	D	S	0
	 Mediclinic Hoogland 	КН			0
Bloemfontein	Citymed Theatre	КНК	s D	S	0
	 Cure Day Clinics Bloemfontein 	KH K		s	0
	 Pasteur Eye Hospital (Horizon Eye Care Centre) 	КН	D	S	0
	 Life Rosepark Hospital 	KH K	s		0
	 Mediclinic Bloemfontein 			s	0
	 Stirling Hospital 	КН	D	s	0
	 Universitas Private Hospital 	КН			
Frankfort	Riemland Clinic	КН			0
Harrismith	 Busamed Harrismith Private Hospital 	КНК	S		0
Kroonstad	 Netcare Kroon Hospital 	КН			0
Mangaung	 Pelonomi Private Hospital 	КН			
Sasolburg	Vaalpark Medical Centre	КН			
Welkom	Mediclinic Welkom	КН		s	•
	 St Helena Hospital 				



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 Interwork lists call change at any time. I loave go to the comprehensive, core, Saver and Priority plans - excluding Delta
 Image: Core, Saver and Priority plans - excluding Delta, Smart and Coastal options.)



Gauteng					
Alberton	Clinton Clinic		D		0
	Optimed	КН	D	s	0
	The Ear and Eye Clinic	КН	D	S	0
	 Union Hospital 				0
Benoni	Karibu Day Clinic	КН			
	Lakefield Surgical Centre (Pty) Ltd	КН	D	S	0
	Life The Glynnwood Hospital	КН			0
	Linmed Hospital				0
	 Optiklin Eye Hospital 	КН			0
	 Sunshine Hospital 	КН			
	The Healthy Eye	КН КЗ	D	S	0
Boksburg	 Advanced East Rand Day Hospital 	KH KS	D	S	0
	 Boksburg Medical & Dental Centre 	КН КЗ	D	s	0
	 Sunward Park Hospital 	•••••••••••			0
Brakpan	Life Dalview Hospital	КН			0
Centurion	Centurion Eye Hospital	КН КS	D	S	0
	 Centurion Day Hospital 	КН КS	D	S	0
	 Unitas Hospital 				0
Edenvale	Edenvale Day Clinic	КН	D	S	0
Florida	Constantia Clinic	КН КS	D	S	0
	Fauchard Clinic	КН КЗ	D	S	0
Germiston	Germiston Medical & Dental Centre	КН КS	D	S	0
	Life Roseacres Hospital	КН	D	S	0
Heidelberg	Life Suikerbosrand Hospital	КН	D		0
Johannesburg	Bioart Fertility Clinic		D	S	0
	Centre of Advanced Medicine	КН	D	S	0
	 Cure Day Clinics – Fourways 	кн кз	D	S	0
	 Dr G M Pitje Day Clinic 	КН КЗ	D	S	0
	 East Rand N17 Private Hospital 				•
	 Fordsburg Clinic 	KH KS	D	s	0
	 Garden City Clinic 	кн			



Johannesburg	 Johannesburg Eye Hospital 	КН	KS	D	S
	Life Bedford Gardens Hospital			D	
	Life Brenthurst Hospital	КН	KS	D	
	 Life Fourways Hospital 			D	S
	 Life Springs Parkland Hospital 	КН			
	 Linksfield Park Clinic 				
	 Linkwood Clinic 				
	Mediclinic Midstream				S
	 Mediclinic Morningside 			D	S
	 Mediclinic Sandton 				
	 Milpark Hospital 				
	 Mulbarton Hospital 				
	 Nelson Mandela Children's Hospital 	КН		D	s
	Park Lane Clinic				
	 Rosebank Clinic 				
	Sandhurst Eye Centre	КН	KS	D	s
	Intercare Day Hospital Sandton	КН	KS	D	s
	 Sunninghill Nursing Home 				
	Twenty Twenty Eye Surgery Centre	КН		D	S
	 Visiomed Eye Laser Clinic 	КН	KS	D	S
	 Vitalab Centre For Gynaecological Endoscopy 			D	S

Kempton Park	 Arwyp Medical Centre 	КН		D		0
	 Birchmed Surgical Clinic 	КН	KS	D	S	0
	 Ekurhuleni Surgiklin Day Clinic 	КН	KS	D	S	0
	 Mercidoc Day Clinic 	КН	KS			
Krugersdorp	 Krugersdorp Private Hospital 					0
	 Netcare Pinehaven Hospital 					0
Longeig	Lenmed Clinic Limited	КН		D		0
Lenasia	Lenmed Daxina Private Hospital	КН		D		0

Wits Donald Gordon Medical Centre



* Facility not covered on Coastal Plans

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

D S 0

Gauteng						
Midrand	Cure Day Clinics - Midstream	КН	KS	D	S	0
	Life Carstenhof Hospital	КН		D		0
	Netcare Waterfall City Hospital					0
Pretoria	 Advanced Groenkloof Day Hospital 	КН	KS	D	S	0
	 Akasia Clinic 					0
	Botshilu Private Hospital					0
	 Bougainville Private Hospital 	КН				
	Constantia Park Medical and Dental Centre	КН	KS	D	S	0
	 Cure Day Clinics – Erasmuskloof 	КН	KS	D	S	0
	Femina Clinic					0
	 Intercare Day Hospital Hazeldean (Pty) Ltd 	КН	К	D	s	0
	 Intercare Day Hospital – Irene 	КН	KS	D	S	0
	 Jakaranda Hospital 	KH				0
	 Kilnerpark Narko Clinic 	КН	КS	D	S	0
	 Life Brooklyn Day Hospital 	КН	к	D	s	0
	 Life Eugene Marais Hospital 	КН	KS			0
	 Life Faerie Glen Hospital 					0
	 Life Groenkloof Hospital 	•••••		D	s	0
	 Life Pretoria North Surgical Centre 	КН	KS	D	s	0
	 Life Wilgers Hospital 				s	0
	 Louis Pasteur Hospital 	КН		D		0
	 Mediclinic Legae 	КН				0
	 Mediclinic Kloof 					0
	 Mediclinic Medforum 	КН				0
	 Mediclinic Muelmed 	КН				0
	 Medkin Clinic 	КН	KS	D	s	0
	 Montana Private Hospital 					0
	 Moot Algemene Hospital 					0
	 Optimed Eye and Laser Clinic 	КН				0
	 Pretoria East Eye Institute 			D	s	0
	 Pretoria East Private Hospital 					0



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Gauteng						
Pretoria	Pretoria Eye Institute	KH				0
	Pretoria Urology Hospital					0
	Waterkloof Surgical Centre	КН		D	S	0
	 Zuid Afrikaans Hospital 	КН				0
Randburg	Olivedale Clinic					0
Randfontein	 Lenmed Health Randfontein Private Hospital 	КН				
	Life Robinson Private Hospital	КН		D		0
	Cure Day Wilgeheuwel Hospital	КН		D	S	0
Roodepoort	 Life Flora Hospital 					0
	 Life Wilgeheuwel Hospital 			D	S	0
	 Life Wilgeheuwel Day Clinic 	КН	к	D	S	0
	 Mayo Clinic 	КН	к	D	S	0
Soweto	Apex Surgi Centre Soweto	КН	К	D	S	0
	 Advanced Soweto Hospital 	КН	KS	D	S	0
	Dr SK Matseke Private Hospital	КН		D	S	0
	 Tshepo-Themba Private Hospital 		к			
Tembisa	Zamokuhle Private Hospital	КН	К			0
Vaal	Clinix Private Hospital Sebokeng	КН	KS	D		0
	 Mediclinic Emfuleni 	КН			S	0
	Ocumed	КН	К	D	S	0
Vanderbijlpark	Cormed Clinic	КН		D		0
Vereeniging	 Mediclinic Vereeniging 				S	0
	 Midvaal Private Hospital 	КН		D		0
	 Visiclin Eye Clinic 	КН	К	D	S	0
Vosloorus	 Clinix Botshelong Empilweni Clinic 	КН	К		S	0
Westgate	 Medgate Day Clinic 	КН	KS	D	S	0



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 Image: Core, Saver and Priority plans - excluding Delta, Smart and Coastal options.)

Amanzimtoti	 Kingsway Hospital 	КН			0
Ballito	 Alberlito Hospital 				0
Berea	JMH Morningside Day Hospital	КН	D	S	0
	 McCord Hospital 	КН			
Chatsworth	Life Chatsmed Garden Hospital*		D		0
Durban	 Ahmed Al-Kadi Private Hospital 	КН	D	5	0
	City Hospital	КН			0
	 Durban Eye Hospital 	КН КЗ	D	S	•
	Durdoc Clinic*	КН			
	Ethekwini Hospital and Heart Centre		D		0
	 Hillcrest Private Hospital 				0
	 Life Entabeni Hospital 	КН КЗ	D		0
	 Life Westville Hospital 		D	S	0
	Lorne Street Anaesthetic Clinic		D	S	C
	 Nu-shifa Hospital 	КН			C
	 Parklands Hospital 				0
	 St Augustine's Hospital 				•
	 Westridge Surgical Day Clinic 	КН КЗ	D	S	C
Empangeni	 Life Empangeni Private Hospital 	КН			C
Howick	 Howick Day Clinic 	КН	D	S	C
	Mediclinic Howick				•
Isipingo	 Isipingo Clinic 	КН		S	0
Kokstad	Kokstad Private Hospital	КН			0
Ladysmith	Ladysmith Day Hospital	КН			0
	 La Verna Hospital 	КН			C
Margate	Margate Private Hospital				0
	 Shelly Beach Day Hospital 	КН	D	S	C
Newcastle	 Mediclinic Newcastle 	КН		S	0
	 Mediclinic Newcastle Day Hospital 	КН		S	•
Pinetown	Life The Crompton Hospital	КН			0
	 Pinetown Medicross Theatre 	кн кз		s	

Distances	- Educ Cardena Driveta Henritel					
Pietermaritzburg	Eden Gardens Private Hospital					0
	Life Hilton Private Hospital					0
	Mediclinic Pietermaritzburg				S	0
	 Midlands Medical Centre 			D		0
	Pietermaritzburg Eye Hospital	КН	К	D	S	0
	St Anne's Hospital	КН	KS			0
Phoenix	Life Mount Edgecombe Hospital	КН				0
Port Shepstone	 Hibiscus Private Hospital* 	КН				
	Hibiscus Day Surgical Hospital	КН				0
Richards' Bay	 Medicross Richard's Bay Day Theatre 	КН	KS		S	0
	 Melomed Richard's Bay* 	КН	KS		S	
	 Richards Bay Medical Institute Day Hospital 	КН	К		S	0
	The Bay Hospital	КН				0
Tongaat	Mediclinic Victoria	КН				0
Umhlanga	Gateway Private Hospital					0
	 KZN Day Clinic 	КН	К	D	S	0
	 Medstone Medical Centre T/A Umhlanga Eye Institute 	КН	К	D	s	0
	 Netcare Umhlanga Hospital 				s	0
Vryheid	 Abaqulusi Private Hospital 					0
Limpopo						
Bela Bela	St Vincent's Hospital	КН				0
Lephalale	Mediclinic Lephalale	КН				0
Louis Trichardt	 Zoutpansberg Private Hospital 	КН				0
Polokwane	 Mediclinic Limpopo Day Clinic 	КН	KS	D	S	0
	 Mediclinic Limpopo 	КН	KS			•••••
	 Netcare Pholoso Hospital 				s	0
Thabazimbi	 Mediclinic Thabazimbi 	КН				0
Tzaneen	 Mediclinic Tzaneen 	КН			S	0
Mpumalanga					-	
Barberton	RH Phodiclinic	КН				
Emalahleni	 Advanced De La Vie Day Hospital 	КН	кѕ	D	S	0

DAY SURGERY NETWORK

* Facility not covered on Coastal Plans

Emalahleni	 Emalahleni Day Hospital 	КН	KS	D	S	0
	 Highveld Eye 	КН	к	D	s	0
	 Life Cosmos Hospital 	КН		D	5	0
Ermelo	Mediclinic Ermelo	КН				0
Middelburg	Life Midmed Private Hospital	КН	К			0
Nelspruit	 Lowveld Hospital 	КН				0
	Mediclinic Nelspruit	КН	KS			0
	 Mediclinic Nelspruit Day Clinic 				S	0
	Surgiclinic					0
	 Kiaat Private Hospital 					0
Piet Retief	RH Piet Retief Private Hospital	КН				
Secunda	Mediclinic Secunda	КН				0
Trichardt	Mediclinic Highveld	КН				0
North West						
Brits	 Mediclinic Brits 	КН				0
Carltonville	The Fountain Private Hospital	КН			S	0
Klerksdorp	Life Anncron Hospital	КН				0
	Wilmed Park Private Hospital					0
Lichtenburg	Lichtenburg Clinic	КН				
Mafikeng	 Victoria Private Hospital (Mafikeng) 	КН				0
Potchefstroom	Mediclinic Potchefstroom	КН				0
	 Mooimed Private Hospital 	КН				0
	Potchefstroom Medical & Dental Centre	КН		D	S	0
Rustenburg	Ferncrest Hospital			D	5	
	 Life Peglerae Hospital 	КН	KS			0
	 Rustenburg Medi-Care Centre 					0
	 Rustenburg Private Eye Clinic 	КН	К	D	S	0
Vryburg	 Vryburg Private Hospital 	КН				0
Northern Cape		C				
Hartswater	Jane Keyser Clinic					0
	 Medi – Harts Day Clinic 	КН				0
Kathu	Lenmed Health Kathu Private Hospital	КН				0
	 Lenmed Royal Hospital and Heart Centre* 				S	



Northern Cape		G			
Kimberley	Mediclinic Kimberley	КН			0
	Narko Clinic	КН	D	S	0
Lime Acres	Finsch Mine Hospital*	КН			
Upington	 Kalahari Day Theatre Cataract and Eye Centre 	КН	D	S	0
	 Mediclinic Upington 	КН			0
Western Cape		C			
Atlantis	Wesfleur Private Clinic	КН	D	S	0
Bellville	Bellville Medical Centre	КН	ks		0
	 Khangella Eye Theatre 	КН	s D	S	0
	 Mediclinic Louis Leipoldt 	КН			0
Cape Town	 Alchimia Clinic 	КН	D	S	0
	 Drs Aevitas Clinic PTY LTD 		D	S	0
	 Busamed Paardevlei Private Hospital (Rf) (Pty) Ltd 				0
	 Cape Dental Theatres 		D	S	0
	 Cape Eye Hospital 	КН			0
	 Christiaan Barnard Memorial Hospital 	КН			•
	 Gatesville Medical Centre 	КН	D	S	
	 Life Kingsbury Hospital 		D	S	0
	 Life Vincent Pallotti Hospital 	КН	s D		0
	 Mediclinic Cape Gate Day Clinic 	КН	s D	S	0
	 Mediclinic Cape Town 		D	S	0
	 Mediclinic Constantiaberg 	КН	D	S	0
	 Medicross Foreshore Day Hospital 	КН	D	S	0
	 Mediclinic Panorama 		D	S	0
	 Mediclinic Strand 				0
	 Melomed Tokai 	КН			0
	 N1 City Hospital 				0
	 Netcare Blaauwberg Hospital 				0
	 Parow Medical and Dental Centre 	КН	s D	s	0
	 Peninsula Eye Hospital 	<u> </u>		S	0
	 UCT Medical Centre (Pty) Ltd 	КН	•	-	0
	Tokai Medical and Dental Centre		s D	s	0

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 (B)
 KeyCare

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 (S)
 Smart

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

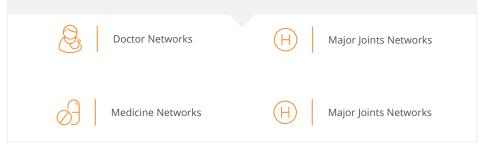


Western Cape	C					
Ceres	Ceres Private Hospital	КН				0
Constantia	Driftwood Clinic	КН		D	S	0
Durbanville	Advanced Durbanville Surgical Centre	КН	KS	D	S	0
	 Mediclinic Durbanville Day Clinic 	КН	KS	D	S	0
	 The Surgical Institute 	КН	KS	D	S	0
George	George Surgical Centre	КН	KS	D	S	0
	 Mediclinic Geneva 	КН	KS		s	0
	Mediclinic George	КН	KS		S	0
Goodwood	Monte Vista Clinic	КН	KS	D	S	0
Hermanus	 Hermanus Medical Care T/A (Pty) Ltd Hermanus Day Hospital 	КН		D		0
	 Mediclinic Hermanus 	КН				0
Khayelitsha	Thembani Theatres	КН		D	S	0
Knysna	Advanced Knysna Surgical Centre	КН	KS			0
	 Life Knysna Private Hospital 					0
Kraaifontein	Kraaifontein Medical and Dental Centre	КН	KS	D	S	0
Kuilsriver	Kuilsriver Private Hospital	КН				0
Milnerton	Intercare Day Hospital Century City	КН	KS	D	S	0
	Mediclinic Milnerton	КН			S	0
Mitchells Plain	Mitchells Plain Medical Centre*	КН		D	S	
Mossel Bay	Life Bay View Hospital	КН				0
	 Vidamed Bay Hospital 	КН		D	S	0
Newlands	Life Sport Science Orthopaedic Surgical Day Centre	КН		D	5	0
Oudtshoorn	Cango Medicentre	КН				0
	 Mediclinic Klein Karoo 	КН				0
Paarl	 Cure Day Clinics - St Stephens Paarl 	КН		D		0
	 Mediclinic Paarl 	КН	• • • • • • • • •			0
Parow	Advanced Panorama Surgical Centre	КН	KS	D	S	0
	 Cure Day Clinics - Bellville 	КН	KS	D	S	0
	 Panorama Laser Clinic 	кн			s	



Western Cape		C			
Plettenberg Bay	 Mediclinic Plettenberg Bay 				0
Robertson	Carewell Robertson Day Hospital	КН			0
Simon's Town	Advanced Harbour Bay Surgical Centre	КН	D	5	0
Somerset West	 Advanced Vergelegen Surgical Centre 	КН	D	5	0
	 Cure Day Clinic - Somerset West 	КН	D	S	0
	 Mediclinic Vergelegen 		D		0
	Somerset Aesthetic Clinic	КН	D	S	0
Southern Suburbs	John Hill Eye Laser Centre*	КН	s		0
	 Rondebosch Medical Centre 	КН			0
Stellenbosch	 Mediclinic Winelands Orthopaedic Hospital 		D	5	0
	Mediclinic Stellenbosch Day Clinic		D	S	0
	 Wijnland Fertility Clinic 		D	S	0
Vredenburg	Life West Coast Private Hospital	КН			0
Worcester	 Advanced Worcester Surgical Centre 	КН	D		0
	Mediclinic Worcester	КН			0
Lesotho					
Maseru	Willies Hospital	КН			

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





** Regional network hospital

* Facility not covered on Coastal Plans

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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.



www.discovery.co.za