

2021

Quality care in our

Hospital Network

Find a network facility for your health plan option



Hospital NETWORKS

All Discovery Health Medical Scheme health plans offer unlimited hospital cover. You are covered in any facility approved by the Scheme. The funding of newly licensed facilities are subject to approval by the Scheme, on all health plans. Some of our plans offer cover for planned admissions in a defined network. These plans include Classic Smart Comprehensive, Delta options, Coastal, Smart and KeyCare plans.

KH KEYCARE HOSPITAL NETWORK

These hospitals apply to members on KeyCare plans. You must go to a hospital in the KeyCare Hospital Network for planned admissions on the KeyCare Plus and KeyCare Core plans. **If you do not use one of these hospitals for a planned admission, you will need to pay for these claims.**

KC KEYCARE CASUALTY HOSPITALS

On KeyCare Plus you are covered in any network casualty unit at one of the KeyCare network hospitals. You have to pay the first R405 of the consultation and cover is subject to authorisation. If you use a casualty unit outside of the KeyCare Casualty Network, you will have to pay the difference between what the Scheme pays and what is charged. On KeyCare Start you have access to after-hours care at your chosen KeyCare Start GP or network provider.

KS KEYCARE START HOSPITAL NETWORK

These hospitals apply to members on the KeyCare Start plan. We cover you in full at the agreed rate in your chosen KeyCare Start Network Hospital. If you do not use your chosen hospital for a planned admission, you will need to pay these claims. Based on your chosen KeyCare Start GP you have access to a KeyCare Start Network Hospital in your region. **This does not apply in an emergency.**

D 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 in accordance with your health plan benefits. For planned admissions to any other private hospital, you must pay an upfront amount of R8 700. **This does not apply in an emergency.**

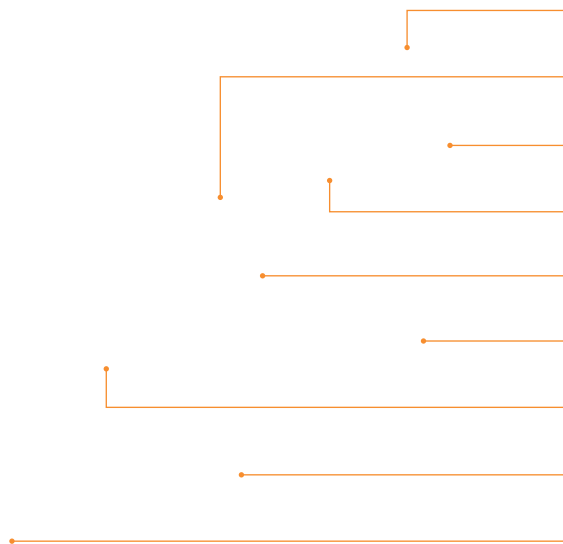
S SMART HOSPITAL NETWORK

You are covered in full at hospitals in the Smart Hospital Network in accordance with your health plan benefits. For planned admissions to any other private hospital, you must pay an upfront amount of R9 950. **This does not apply in an emergency.**

C COASTAL HOSPITAL NETWORK

On the Coastal Saver and Coastal Core health plans, you must go to an approved hospital in one of the four coastal provinces (Eastern Cape, KwaZulu-Natal, Northern Cape, Western Cape) for a planned admission. If you use a hospital outside of the coastal regions, we will pay up to a maximum of 70% of the Discovery Health Rate (DHR) for the hospital account. **This does not apply in an emergency.**

Click on the region you would like to view



Gauteng

Alberton	▪ Netcare Clinton Hospital				D	S
	▪ Netcare Union Hospital				D	
Benoni	▪ Life The Glynnwood Hospital	KH				S
	▪ Netcare Optiklin Eye Hospital	KH				
	▪ Sunshine Hospital	KH				
Brakpan	▪ Life Dalview Hospital	KH				
Centurion	▪ Mediclinic Midstream				D	S
	▪ Netcare Unitas Hospital				D	
Germiston	▪ Life Bedford Gardens Hospital				D	
	▪ Life Roseacres Hospital	KH	KC		D	S
Heidelberg	▪ Life Suikerbosrand Hospital	KH				
Johannesburg	▪ Clinix Selby Park Hospital	KH				
	▪ Life Brenthurst Hospital	KH	KC	KS	D	
	▪ Life Fourways Hospital				D	S
	▪ Nelson Mandela Children's Hospital	KH			D	S
	▪ Netcare Garden City Hospital	KH	KC			
	▪ Netcare Park Lane Hospital					S
	▪ Netcare Rand Hospital	KH				
	▪ Mediclinic Morningside				D	S
	▪ Wits Donald Gordon Medical Centre				D	S
Kempton Park	▪ Arwyp Medical Centre				D	
Krugersdorp	▪ Netcare Pinehaven					S
Lenasia	▪ Lenmed Ahmed Kathrada Private Hospital	KH			D	
	▪ Lenmed Daxina	KH				
Midrand	▪ Life Carstenhof Hospital	KH	KC		D	
	▪ Netcare Waterfall City Hospital					S
Pretoria	▪ Life Eugene Marais Hospital	KH	KC	KS		
	▪ Life Groenkloof Hospital				D	S
	▪ Life Wilgers Hospital				D	S
	▪ Louis Pasteur Hospital				D	
	▪ Mediclinic Legae	KH	KC		D	S

* Hospitals with no casualty unit

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 Casualty

 KeyCare Start

 Delta

 Smart



Gauteng	
Pretoria	<ul style="list-style-type: none"> Mediclinic Medforum KH S
	<ul style="list-style-type: none"> Mediclinic Muelmed KH KC S
	<ul style="list-style-type: none"> Netcare Bougainville Private Hospital KH D
	<ul style="list-style-type: none"> Netcare Femina Hospital D
	<ul style="list-style-type: none"> Netcare Jakaranda Hospital* KH
	<ul style="list-style-type: none"> Pretoria Eye Institute KH
Randburg	<ul style="list-style-type: none"> Netcare Olivedale S
Randfontein	<ul style="list-style-type: none"> Life Robinson Private Hospital KH KC D
	<ul style="list-style-type: none"> Lenmed Randfontein Private Hospital KH KC
Roodepoort	<ul style="list-style-type: none"> Life Wilgeheuwel Hospital D S
	<ul style="list-style-type: none"> Life Flora Hospital D
Saxonwold	<ul style="list-style-type: none"> Life Genesis Clinic KH D S
Soshanguve	<ul style="list-style-type: none"> Botshilu Private Hospital KH
Soweto	<ul style="list-style-type: none"> Clinix Tshepo-Themba Private Hospital KH KC KS
	<ul style="list-style-type: none"> Dr S K Matseke Memorial Hospital KH D S
Springs	<ul style="list-style-type: none"> Life Springs Parkland Hospital KH KC D
Tembisa	<ul style="list-style-type: none"> Lenmed Zamokuhle Private Hospital KH KC KS
Vanderbijlpark	<ul style="list-style-type: none"> Mediclinic Emfuleni KH KC D
	<ul style="list-style-type: none"> Ocumed KH
Vereeniging	<ul style="list-style-type: none"> Clinix Naledi-Nkanyezi Private Hospital KH KS D
	<ul style="list-style-type: none"> Mediclinic Vereeniging S
	<ul style="list-style-type: none"> Midvaal Private Hospital KH KC D
Vosloorus	<ul style="list-style-type: none"> Clinix Botshelong-Empilweni Private Hospital KH KS D S
Eastern Cape	
East London	<ul style="list-style-type: none"> East London Eye Hospital KH
	<ul style="list-style-type: none"> Life Beacon Bay Hospital KH KC KS S
	<ul style="list-style-type: none"> Life East London Private Hospital* KH
	<ul style="list-style-type: none"> Life St James Operating Theatres* KH
	<ul style="list-style-type: none"> Life St Dominic's Private Hospital KH KC
Humansdorp	<ul style="list-style-type: none"> Life Isivivana Private Hospital KH

* Hospitals with no casualty unit

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Eastern Cape

Port Elizabeth	Life Mercantile Hospital	KC	KS	
	Life St George's	KH	KS	D
	Netcare Greenacres Hospital			S
Queenstown	Life Queenstown Private Hospital	KH		S
Uitenhage	Netcare Cuyler Clinic	KH	KC	
Umtata	Life St Mary's Private Hospital	KH		S

Free State

Bethlehem	Mediclinic Hoogland	KH		
Bloemfontein	Pasteur Eye Hospital	KH		D
	Life Rosepark Hospital	KH	KC	KS
	Mediclinic Bloemfontein			S
	Netcare Pelonomi Private Hospital	KH		
	Netcare Universitas Private Hospital*	KH		D
Harrismith	Busamed Harrismith Hospital	KH	KS	
Kroonstad	Netcare Kroon Hospital	KH		
Sasolburg	Netcare Vaalpark Hospital	KH	KC	
Welkom	Mediclinic Welkom	KH		S
	St Helena Hospital	KH		

Kwazulu Natal

Amanzimtoti	Netcare Kingsway Hospital	KH	KC	
Ballito	Alberlito Hospital			S
Chatsworth	Life Chatsmed Garden Hospital	KH	KC	D
Durban	Ethekwini Hospital and Heart Centre			D
	JMH City Hospital	KH	KC	
	Life Entabeni Hospital	KH	KC	KS
	Life Westville Hospital			D
	Netcare St Augustine's Hospital			S
	Netcare Umhlanga Hospital			S
Empangeni	Life Empangeni Garden Clinic	KH		
Isipingo	JMH Isipingo Clinic	KH	KC	S
Kokstad	Kokstad Private Hospital	KH		
Ladysmith	Lenmed La Verna Hospital	KH		
Newcastle	Mediclinic Newcastle	KH		S

* Hospitals with no casualty unit

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Kwazulu Natal	
Phoenix	<ul style="list-style-type: none"> Life Mount Edgecombe Hospital KH KC
Pietermaritzburg	<ul style="list-style-type: none"> Life Hilton Private Hospital S
	<ul style="list-style-type: none"> Mediclinic Pietermaritzburg S
	<ul style="list-style-type: none"> Midlands Medical Centre KC D
	<ul style="list-style-type: none"> Netcare St Anne's Hospital KH
Pinetown	<ul style="list-style-type: none"> Life Crompton Hospital KH KC
	<ul style="list-style-type: none"> Hillcrest Private Hospital D
Port Shepstone	<ul style="list-style-type: none"> Hibiscus Hospital KH KC
Richards Bay	<ul style="list-style-type: none"> Melomed Richard's Bay Private Hospital KH KS S
	<ul style="list-style-type: none"> Netcare The Bay Hospital KH KC
Tongaat	<ul style="list-style-type: none"> Mediclinic Victoria KH
Limpopo	
Bela-Bela	<ul style="list-style-type: none"> St Vincent's Hospital KH
Polokwane	<ul style="list-style-type: none"> Mediclinic Limpopo KH KS D
	<ul style="list-style-type: none"> Netcare Pholoso Hospital S
Thabazimbi	<ul style="list-style-type: none"> Mediclinic Thabazimbi KH KC
Tzaneen	<ul style="list-style-type: none"> Mediclinic Tzaneen KH S
Mpumalanga	
Barberton	<ul style="list-style-type: none"> RH Phodclinic KH
Emalahleni	<ul style="list-style-type: none"> Life Cosmos Hospital KH KC D S
Ermelo	<ul style="list-style-type: none"> Mediclinic Ermelo KH
Middelburg	<ul style="list-style-type: none"> Life Midmed Private Hospital KH KC KS
Nelspruit	<ul style="list-style-type: none"> Mediclinic Nelspruit KH KC KS S
Piet Retief	<ul style="list-style-type: none"> RH Piet Retief Private Hospital KH
Secunda	<ul style="list-style-type: none"> Mediclinic Secunda KH S
Trichardt	<ul style="list-style-type: none"> Mediclinic Highveld KH KC
North West	
Brits	<ul style="list-style-type: none"> Mediclinic Brits KH KC
Carletonville	<ul style="list-style-type: none"> The Fountain Private Hospital KH
Klerksdorp	<ul style="list-style-type: none"> Life Anncron Hospital KH KC S
Mafikeng	<ul style="list-style-type: none"> Victoria Private Hospital* KH

* Hospitals with no casualty unit

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KH KeyCare

KC KeyCare Casualty

KS KeyCare Start

D Delta

S Smart



North West

Potchefstroom	<ul style="list-style-type: none"> Mediclinic Potchefstroom 	KH KC
Rustenburg	<ul style="list-style-type: none"> Life Peglerae Hospital 	KH KC KS
	<ul style="list-style-type: none"> Netcare Ferncrest Hospital 	D S
Vryburg	<ul style="list-style-type: none"> Vryburg Private Hospital 	KH

Northern Cape

Kathu	<ul style="list-style-type: none"> Lenmed Health Kathu Private Hospital 	KH KC
Kimberley	<ul style="list-style-type: none"> Finsch Mine Hospital* 	KH
	<ul style="list-style-type: none"> Lenmed Royal Hospital and Heart Centre 	S
	<ul style="list-style-type: none"> Mediclinic Kimberley 	KH
Upington	<ul style="list-style-type: none"> Mediclinic Upington 	KH

Western Cape

Bellville	<ul style="list-style-type: none"> Cape Eye Hospital 	KH
	<ul style="list-style-type: none"> Mediclinic Louis Leipoldt 	KH KC
	<ul style="list-style-type: none"> Melomed Bellville 	KH KC KS
Blouberg	<ul style="list-style-type: none"> Netcare Blaauwberg 	S
Cape Town	<ul style="list-style-type: none"> Life Vincent Pallotti Hospital 	D
	<ul style="list-style-type: none"> Mediclinic Cape Gate 	S
	<ul style="list-style-type: none"> Mediclinic Cape Town 	D S
	<ul style="list-style-type: none"> Mediclinic Constantiaberg 	S
	<ul style="list-style-type: none"> Mediclinic Panorama 	D S
	<ul style="list-style-type: none"> Netcare Christiaan Barnard Memorial Hospital 	KH
	<ul style="list-style-type: none"> Netcare UCT Medical Centre* 	KH
	<ul style="list-style-type: none"> Rondebosch Medical Centre 	KH KC KS
Ceres	<ul style="list-style-type: none"> Netcare Ceres Hospital 	KH
Claremont	<ul style="list-style-type: none"> Life Kingsbury Hospital 	S
	<ul style="list-style-type: none"> Life Peninsula Eye Hospital 	D S
Gatesville	<ul style="list-style-type: none"> Melomed Gatesville 	KH KC KS D S
George	<ul style="list-style-type: none"> Mediclinic Geneva* 	KH S
	<ul style="list-style-type: none"> Mediclinic George 	KH KS S
Hermanus	<ul style="list-style-type: none"> Mediclinic Hermanus 	KH KC
Kuils River	<ul style="list-style-type: none"> Netcare Kuilsriver Hospital 	KH D
Milnerton	<ul style="list-style-type: none"> Mediclinic Milnerton 	KH S
Mitchells Plain	<ul style="list-style-type: none"> Melomed Mitchells Plain 	KH KC D S

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Western Cape

Mossel Bay	<ul style="list-style-type: none"> Life Bayview Hospital 	KH	S
Oudtshoorn	<ul style="list-style-type: none"> Mediclinic Klein Karoo 	KH	
Paarl	<ul style="list-style-type: none"> Mediclinic Paarl 	KH KC	
Somerset West	<ul style="list-style-type: none"> Mediclinic Vergelegen 		D
Stellenbosch	<ul style="list-style-type: none"> Mediclinic Stellenbosch 		D S
	<ul style="list-style-type: none"> Mediclinic Winelands Orthopaedic Hospital 		D S
Tokai	<ul style="list-style-type: none"> Melomed Tokai Hospital 	KH KC	
West Coast	<ul style="list-style-type: none"> Life West Coast Private Hospital 	KH KC	
Worcester	<ul style="list-style-type: none"> Mediclinic Worcester 	KH	

Lesotho

	<ul style="list-style-type: none"> Wilies Hospital* 	KH	
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PARTIAL COVER HOSPITALS

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

Gauteng

Kempton Park	<ul style="list-style-type: none"> Arwyp Medical Centre 	KH	
Pretoria	<ul style="list-style-type: none"> Louis Pasteur Hospital 	KH	
	<ul style="list-style-type: none"> Zuid-Afrikaans hospital 	KH	

Kwazulu Natal

Pietermaritzburg	<ul style="list-style-type: none"> Midlands Medical Centre 	KH	
Sydenham	<ul style="list-style-type: none"> Lenmed Shifa Hospital 	KH	

EXCEPTION HOSPITALS

We cover defined procedures at these non network facilities as an exception. The out of network upfront payments that are usually applicable, will not apply for planned hospital admissions to one of these facilities.

Gauteng

Johannesburg	<ul style="list-style-type: none"> Netcare Milpark (Cardiac electrophysiology centre – arrhythmia conditions only) 		D S
	<ul style="list-style-type: none"> Sunninghill hospital (Cardiac electrophysiology centre – arrhythmia conditions only) 		D S
Pretoria	<ul style="list-style-type: none"> Mediclinic Medforum (Maternity related) 		D
	<ul style="list-style-type: none"> Mediclinic Midstream (Cardiac electrophysiology centre – arrhythmia conditions only) 		D
	<ul style="list-style-type: none"> Zuid-Afrikaans hospital (Cardiac electrophysiology centre – arrhythmia conditions only) 		D S

* Hospitals with no casualty unit

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EXCEPTION HOSPITALS (Continued)

We cover defined procedures at these non network facilities as an exception. The out of network upfront payments that are usually applicable, will not apply for planned hospital admissions to one of these facilities

Free State

Bloemfontein	<ul style="list-style-type: none"> Pasteur Eye Hospital (Cataract related procedures only) 	S
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Western Cape

Bellville	<ul style="list-style-type: none"> Melomed Bellville (Cardiac electrophysiology centre – arrhythmia conditions only) 	D S
Claremont	<ul style="list-style-type: none"> Life Kingsbury Hospital (Ophthalmology and peripheral vascular surgery only) 	D
Cape Town	<ul style="list-style-type: none"> Christiaan Barnard Memorial hospital (Cardiac electrophysiology centre – arrhythmia conditions only) 	D S
	<ul style="list-style-type: none"> Life Vincent Pallotti Hospital (Cardiac electrophysiology centre – arrhythmia conditions only) 	S
	<ul style="list-style-type: none"> Melomed Tokai (Cardiac electrophysiology centre – arrhythmia conditions only) 	D S

Kwa-Zulu Natal

Durban	<ul style="list-style-type: none"> Ethekwini Hospital and Heart Centre (Cardiac electrophysiology centre – arrhythmia conditions only) 	D S
	<ul style="list-style-type: none"> St Augustine's (Cardiac electrophysiology centre – arrhythmia conditions only) 	D
Umhlanga	<ul style="list-style-type: none"> Gateway Private Hospital (Cardiac electrophysiology centre – arrhythmia conditions only) 	D S

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



Doctor Networks



Major Joints Networks



Medicine Networks



Day Surgery Networks



All network lists can change at any time. Please go to www.discovery.co.za to see the latest list before any planned admissions. Find a healthcare provider is brought to you by Discovery Health (Pty) Ltd; registration number 1997/013480/07, an authorised financial services provider and administrator of medical schemes.

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.

