

# QUALITY CARE IN OUR 2022 HOSPITAL NETRORR

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. There are currently some hospitals which are partially funded.



#### **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.** 



On KeyCare Plus you are covered in any network casualty unit at one of the KeyCare network hospitals. You have to pay the first R425 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.



#### 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**.



#### DELTA HOSPITAL NETWORK

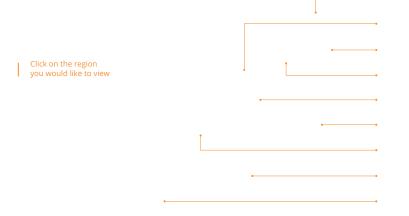
Applicable to Classic Delta Comprehensive, Essential Delta Comprehensive, Classic Delta Saver, Essential Delta Saver, Classic Delta Core and Essential Delta Core network options. You are covered in full at hospitals in the Delta Hospital Network in accordance with your health plan benefits. For planned admissions to any other private hospital, you must pay an upfront amount of R9 100. **This does not apply in an emergency.** 



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 R10 400. **This does not apply in an emergency.** 

# 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.** Visit www.discovery.co.za or click on Find a healthcare provider on the Discovery app to find a hospital on the Coastal Hospital Network.



Gauteng		
ALBERTON	<ul> <li>Netcare Clinton Hospital</li> </ul>	D S
	<ul> <li>Netcare Union Hospital</li> </ul>	D
BENONI	Life The Glynnwood Hospital	KH S
	<ul> <li>Netcare Optiklin Eye Hospital*</li> </ul>	КН
	<ul> <li>Sunshine Hospital</li> </ul>	КН
BRAKPAN	<ul> <li>Life Dalview Hospital</li> </ul>	КН
CENTURION	<ul> <li>Mediclinic Midstream</li> </ul>	S
	<ul> <li>Netcare Unitas Hospital</li> </ul>	D
GERMISTON	Life Bedford Gardens Hospital	D
	<ul> <li>Life Roseacres Hospital</li> </ul>	KH KC D S
HEIDELBERG	<ul> <li>Life Suikerbosrand Hospital</li> </ul>	КН
JOHANNESBURG	<ul> <li>Clinix Selby Park Hospital</li> </ul>	КН
	Life Brenthurst Hospital	(H) (C) (B) (D)
	<ul> <li>Life Fourways Hospital</li> </ul>	0 5
	<ul> <li>Nelson Mandela Children's Hospital</li> </ul>	(KH) (D) (S)
	<ul> <li>Netcare Garden City Hospital</li> </ul>	КН КС
	<ul> <li>Netcare Park Lane Hospital</li> </ul>	S
	<ul> <li>Mediclinic Morningside</li> </ul>	0 5
	<ul> <li>Wits Donald Gordon Medical Centre</li> </ul>	0 5
KEMPTON PARK	<ul> <li>Arwyp Medical Centre</li> </ul>	D
KRUGERSDORP	<ul> <li>Netcare Pinehaven</li> </ul>	S
LENASIA	Lenmed Ahmed Kathrada Private Hospital	KH KC D
	Lenmed Daxina Private Hospital	КН
MABOPANE	<ul> <li>Mediclinic Legae</li> </ul>	KI KC D S
MIDRAND	Life Carstenhof Hospital	KH KC D
	<ul> <li>Netcare Waterfall City Hospital</li> </ul>	5
PRETORIA	<ul> <li>Life Eugene Marais Hospital</li> </ul>	KH KC KS
	<ul> <li>Life Groenkloof Hospital</li> </ul>	0 5
	<ul> <li>Life Wilgers Hospital</li> </ul>	0 6
	<ul> <li>Louis Pasteur Hospital</li> </ul>	D

KeyCare

KeyCare Casualty

KeyCare Start

Delta

Gauteng			
PRETORIA	<ul> <li>Mediclinic Medforum</li> </ul>	КН	S
	Mediclinic Muelmed	КН КС	S
	<ul> <li>Netcare Bougainville Private Hospital*</li> </ul>	КН	D
	<ul> <li>Netcare Femina Hospital</li> </ul>		D
	<ul> <li>Netcare Jakaranda Hospital*</li> </ul>	КН	
	Pretoria Eye Institute	КН	
RANDBURG	Netcare Olivedale		S
RANDFONTEIN	Life Robinson Private Hospital	кн кс	D
	<ul> <li>Lenmed Health Randfontein Private Hospital</li> </ul>	КН КС	
ROODEPOORT	<ul> <li>Life Wilgeheuwel Hospital</li> </ul>		DS
	<ul> <li>Life Flora Hospital</li> </ul>		D
SAXONWOLD	Life Genesis Clinic	КН	DS
SOSHANGUVE	<ul> <li>Botshilu Private Hospital</li> </ul>	КН	
SOWETO	<ul> <li>Clinix Tshepo-Themba Private Hospital</li> </ul>	КН КС	KS
	<ul> <li>Dr S K Matseke Memorial Hospital</li> </ul>	КН	DS
SPRINGS	<ul> <li>Life Springs Parkland Hospital</li> </ul>	КН КС	D
TEMBISA	<ul> <li>Lenmed Health Zamokuhle Private Hospital</li> </ul>	кн кс	KS
VANDERBIJLPARK	Mediclinic Emfuleni	КН КС	D
	Ocumed	КН	
VEREENIGING	<ul> <li>Clinix Naledi-Nkanyezi Private Hospital</li> </ul>	КН	KS D
	<ul> <li>Mediclinic Vereeniging</li> </ul>		S
	<ul> <li>Midvaal Private Hospital</li> </ul>	КН КС	D
VOSLOORUS	<ul> <li>Clinix Botshelong-Empilweni Private Hospital</li> </ul>	КН	KS D S
Eastern Cape			
EAST LONDON	<ul> <li>East London Eye Hospital</li> </ul>	КН	
	Life Beacon Bay Hospital	кн кс	KS S
	<ul> <li>Life East London Private Hospital*</li> </ul>	КН	
	<ul> <li>Life St James Operating Theatres*</li> </ul>	КН	
	Life St Dominic's Private Hospital	кн кс	
HUMANSDORP	<ul> <li>Life Isivivana Private Hospital</li> </ul>	КН	

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Delta

Eastern Cape		
PORT ELIZABETH	<ul> <li>Life Mercantile Hospital</li> </ul>	КН КС КS
	<ul> <li>Life St George's</li> </ul>	KH KC KS D
	<ul> <li>Netcare Greenacres Hospital</li> </ul>	s
QUEENSTOWN	Life Queenstown Private Hospital	KH
UITENHAGE	<ul> <li>Netcare Cuyler Clinic</li> </ul>	КН КС
UMTATA	<ul> <li>Life St Mary's Private Hospital</li> </ul>	KH
Free State		
BETHLEHEM	<ul> <li>Mediclinic Hoogland</li> </ul>	КН
BLOEMFONTEIN	<ul> <li>Pasteur Eye Hospital</li> </ul>	KH D
	<ul> <li>Life Rosepark Hospital</li> </ul>	KH KC KS D
	<ul> <li>Mediclinic Bloemfontein</li> </ul>	S
	<ul> <li>Netcare Pelonomi Private Hospital</li> </ul>	КН
	<ul> <li>Netcare Universitas Private Hospital*</li> </ul>	KH D
HARRISMITH	<ul> <li>Busamed Harrismith Hospital</li> </ul>	КН КЗ
KROONSTAD	<ul> <li>Netcare Kroon Hospital</li> </ul>	КН
SASOLBURG	<ul> <li>Netcare Vaalpark Hospital</li> </ul>	КН КС
WELKOM	<ul> <li>Mediclinic Welkom</li> </ul>	KH S
	<ul> <li>St Helena Hospital</li> </ul>	КН
Kwazulu Natal		
AMANZIMTOTI	<ul> <li>Netcare Kingsway Hospital</li> </ul>	КН КС
BALLITO	<ul> <li>Alberlito Hospital</li> </ul>	S
CHATSWORTH	Life Chatsmed Garden Hospital	KH KC D
DURBAN	Ethekwini Hospital and Heart Centre	٥
	JMH City Hospital	КН КС
	<ul> <li>Life Entabeni Hospital</li> </ul>	KH KC KS D
	Life Westville Hospital	0
	<ul> <li>Netcare St Augustine's Hospital</li> </ul>	S
	<ul> <li>Netcare Umhlanga Hospital</li> </ul>	5
EMPANGENI	<ul> <li>Life Empangeni Garden Clinic</li> </ul>	KH
ISIPINGO	<ul> <li>JMH Isipingo Clinic</li> </ul>	KH KG S
KOKSTAD	<ul> <li>Kokstad Private Hospital</li> </ul>	KH
LADYSMITH	<ul> <li>Lenmed La Verna Hospital</li> </ul>	КН

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Delta

Kwazulu Natal					
NEWCASTLE	<ul> <li>Mediclinic Newcastle</li> </ul>	КН	кс		s
PHOENIX	Life Mount Edgecombe Hospital	КН	кс		
PIETERMARITZBURG	Life Hilton Private Hospital				S
	<ul> <li>Mediclinic Pietermaritzburg</li> </ul>				S
	<ul> <li>Midlands Medical Centre</li> </ul>				
	<ul> <li>Netcare St Anne's Hospital</li> </ul>	КН	кс		
PINETOWN	Life Crompton Hospital	КН	кс		
	Hillcrest Private Hospital				
PORT SHEPSTONE	Hibiscus Hospital	КН	кс		
RICHARDS BAY	<ul> <li>Melomed Richards Bay Private Hospital</li> </ul>	КН	кс	KS	S
	<ul> <li>Netcare The Bay Hospital</li> </ul>	КН	кс		
TONGAAT	Mediclinic Victoria	КН			
Limpopo					
BELA-BELA	<ul> <li>St Vincent's Hospital</li> </ul>	КН			
POLOKWANE	<ul> <li>Mediclinic Limpopo</li> </ul>	КН	(	KS D	
	<ul> <li>Netcare Pholoso Hospital</li> </ul>				S
LEPHALALE	Mediclinic Lephalale	КН			
THABAZIMBI	<ul> <li>Mediclinic Thabazimbi</li> </ul>	КН	КС		
TZANEEN	<ul> <li>Mediclinic Tzaneen</li> </ul>	КН			S
Mpumalanga					
BARBERTON	<ul> <li>RH Phodiclinic</li> </ul>	КН			
EMALAHLENI	Life Cosmos Hospital	КН	КС	D	S
ERMELO	Mediclinic Ermelo	КН			
MIDDELBURG	<ul> <li>Life Midmed Hospital</li> </ul>	КН	КС	KS	
NELSPRUIT	<ul> <li>Mediclinic Nelspruit</li> </ul>	КН	КС	К	S
PIET RETIEF	RH Piet Retief Private Hospital	KH			
TRICHARDT	<ul> <li>Mediclinic Highveld</li> </ul>	КН	КС		
North West					
BRITS	<ul> <li>Mediclinic Brits</li> </ul>	КН			
CARLETONVILLE	The Fountain Private Hospital	КН	КС		
KLERKSDORP	<ul> <li>Life Anncron Hospital</li> </ul>	КН	КС		5
MAFIKENG	<ul> <li>Victoria Private Hospital*</li> </ul>	КН			

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North West		
POTCHEFSTROOM	<ul> <li>Mediclinic Potchefstroom</li> </ul>	кн кс
RUSTENBURG	Life Peglerae Hospital	кн кс кс
	<ul> <li>Netcare Ferncrest Hospital</li> </ul>	0
VRYBURG	<ul> <li>Vryburg Private Hospital</li> </ul>	(H)
Northern Cape		
KATHU	<ul> <li>Lenmed Health Kathu Private Hospital</li> </ul>	RH RC
KIMBERLEY	Finsch Mine Hospital*	KH
	Lenmed Royal Hospital and Heart Centre	S
	Mediclinic Kimberley	KH
UPINGTON	<ul> <li>Mediclinic Upington</li> </ul>	КН
Western Cape		
BELLVILLE	Cape Eye Hospital	КН
	<ul> <li>Mediclinic Louis Leipoldt</li> </ul>	KH KC
	<ul> <li>Melomed Bellville</li> </ul>	KH KC KS
BLOUBERG	<ul> <li>Netcare Blaauwberg</li> </ul>	
CAPE TOWN	Life Vincent Pallotti Hospital	D
	<ul> <li>Mediclinic Cape Gate</li> </ul>	
	<ul> <li>Mediclinic Cape Town</li> </ul>	D (
	<ul> <li>Mediclinic Constantiaberg</li> </ul>	
	<ul> <li>Mediclinic Panorama</li> </ul>	•
	<ul> <li>Netcare Christiaan Barnard Memorial Hospital</li> </ul>	KH
	<ul> <li>Netcare UCT Medical Centre*</li> </ul>	КН
	<ul> <li>Rondebosch Medical Centre</li> </ul>	KH KS
CERES	<ul> <li>Netcare Ceres Hospital</li> </ul>	KH
CLAREMONT	<ul> <li>Life Kingsbury Hospital</li> </ul>	
	Life Peninsula Eye Hospital	0
GATESVILLE	Melomed Gatesville	KH KC KS D
GEORGE	<ul> <li>Mediclinic Geneva*</li> </ul>	KH (
	<ul> <li>Mediclinic George</li> </ul>	KH KS (S
HERMANUS	<ul> <li>Mediclinic Hermanus</li> </ul>	КН КС
KUILS RIVER	<ul> <li>Netcare Kuilsriver Hospital</li> </ul>	KH D
MILNERTON	<ul> <li>Mediclinic Milnerton</li> </ul>	KH S

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Delta

Western Cape		
MITCHELLS PLAIN	<ul> <li>Melomed Mitchells Plain</li> </ul>	KH KC D S
MOSSEL BAY	Life Bayview Hospital	КН
OUDTSHOORN	Mediclinic Klein Karoo	КН
PAARL	<ul> <li>Mediclinic Paarl</li> </ul>	КН КС
SOMERSET WEST	<ul> <li>Mediclinic Vergelegen</li> </ul>	٥
STELLENBOSCH	<ul> <li>Mediclinic Stellenbosch</li> </ul>	0 5
	<ul> <li>Mediclinic Winelands Orthopaedic Hospital</li> </ul>	0 5
ΤΟΚΑΙ	<ul> <li>Melomed Tokai Hospital</li> </ul>	КН КС
WEST COAST	Life West Coast Private Hospital	КН КС
WORCESTER	Mediclinic Worcester	КН КС
Lesotho		
	<ul> <li>Wilies Hospital*</li> </ul>	КН

#### KEYCARE PARTIAL COVER HOSPITALS

We pay up to a maximum of 70% of the hospital account, you must pay for 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	Arwyp Medical Centre	КН	
PRETORIA	<ul> <li>Louis Pasteur Hospital</li> </ul>	КН	
	<ul> <li>Zuid-Afrikaans hospital</li> </ul>	КН	
Kwazulu Natal			
PIETERMARITZBURG	<ul> <li>Midlands Medical Centre</li> </ul>	KH	
SYDENHAM	<ul> <li>Lenmed Shifa Hospital</li> </ul>	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> <li>Netcare Milpark (Cardiac electrophysiology centre – arrhythmia conditions only)</li> </ul>	D S
	<ul> <li>Sunninghill hospital (Cardiac electrophysiology centre – ar- rhythmia conditions only)</li> </ul>	D S
PRETORIA	<ul> <li>Mediclinic Medforum (Maternity related)</li> </ul>	D
	<ul> <li>Mediclinic Midstream (Cardiac electrophysiology centre – ar- rhythmia conditions only)</li> </ul>	D
	<ul> <li>Zuid-Afrikaans hospital (Cardiac electrophysiology centre – arrhythmia conditions only)</li> </ul>	D S

Delta

s Smart

\* 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 Start

KeyCare

KeyCare Casualty

#### 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> <li>Pasteur Eye Hospital (Cataract related procedures only)</li> </ul>	5
Western Cape		
BELLVILLE	<ul> <li>Melomed Bellville (Cardiac electrophysiology centre – arrhythmia conditions only)</li> </ul>	D S
CLAREMONT	<ul> <li>Life Kingsbury Hospital (Ophthalmology and peripheral vascular surgery only)</li> </ul>	D
CAPE TOWN	<ul> <li>Christiaan Barnard Memorial hospital (Cardiac electrophysiology centre – arrhythmia conditions only)</li> </ul>	0 5
	<ul> <li>Life Vincent Pallotti Hospital (Cardiac electrophysiology centre – arrhythmia conditions only)</li> </ul>	5
	<ul> <li>Melomed Tokai (Cardiac electrophysiology centre – arrhythmia conditions only)</li> </ul>	0 5
Kwa-Zulu Natal		
DURBAN	<ul> <li>Ethekwini Hospital and Heart Centre (Cardiac electrophysiology centre – arrhythmia conditions only)</li> </ul>	0 5
	<ul> <li>St Augustine's (Cardiac electrophysiology centre         <ul> <li>arrhythmia conditions only)</li> </ul> </li> </ul>	D
UMHLANGA	<ul> <li>Gateway Private Hospital (Cardiac electrophysiology centre – arrhythmia conditions only)</li> </ul>	D S

#### PARTIAL COVER HOSPITALS - ALL PLANS

At these hospitals we only fund PMB admissions, for non-emergencies we will fund all accounts at a rate that is 80% of the Discovery Health Rate, you must pay the balance of the admissions costs.

Non PMB admissions are not funded at these hospitals.

Free State - Emoyamed Private Hospital



View other network providers using find a healthcare provider on the Discovery app

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.

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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