

QUALITY CARE IN OUR 2023

# 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 is subject to approval by the Scheme, on all health plans. The below listed plans offer cover for planned admissions in a defined network: Classic Smart Comprehensive, Delta options, Smart and KeyCare plans. On the Coastal plans you can go to any approved hospital in the four Coastal regions. There are currently some hospitals which are partially covered by KeyCare plans.

## **KH** KeyCare Hospital Network

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. This does not apply in an emergency.**

## **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 R450 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.**

## **KR** KeyCare Start Regional Hospital Network

These hospitals apply to members on the KeyCare Start Regional plan. We cover you in full at the agreed rate in your chosen KeyCare Start Regional Network Hospital. If you do not use these hospitals for a planned hospital admission, you will need to pay these claims. **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. For planned admissions to any other private hospital, you must pay an upfront amount of R9,650. **This does not apply in an emergency.**

## **S** Smart Hospital Network

These hospitals apply to members on the Classic Smart and Essential Smart Plans. For planned admissions to any other private hospital, you must pay an upfront amount of R11,000. **This does not apply in an emergency.**

On the Essential Dynamic Smart Plan, you have access to the Personal Healthcare Assistant which will dynamically guide you to the most efficient hospital with the highest quality of care given your healthcare needs at that specific point in time. For planned admissions for day surgery procedures to any other private hospital, you must pay an upfront amount of R13 250. This does not apply in an emergency.

The full extent of the Essential Dynamic Hospital network will become available during the second quarter of 2023. Members should use healthcare providers in the Smart Network until the new network is available.

## **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.** Visit [www.discovery.co.za](http://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 style="list-style-type: none"> <li>Netcare Alberton Hospital</li> </ul>				D	S
Benoni	<ul style="list-style-type: none"> <li>Life The Glynnwood Hospital</li> </ul>	KH				S
	<ul style="list-style-type: none"> <li>Netcare Optiklin Eye Hospital*</li> </ul>	KH				
	<ul style="list-style-type: none"> <li>Sunshine Hospital</li> </ul>	KH				
Brakpan	<ul style="list-style-type: none"> <li>Life Dalview Hospital</li> </ul>	KH				
Centurion	<ul style="list-style-type: none"> <li>Mediclinic Midstream</li> </ul>					S
	<ul style="list-style-type: none"> <li>Netcare Unitas Hospital</li> </ul>				D	
Germiston	<ul style="list-style-type: none"> <li>Life Bedford Gardens Hospital</li> </ul>				D	
	<ul style="list-style-type: none"> <li>Life Roseacres Hospital</li> </ul>	KH	KC		D	S
Heidelberg	<ul style="list-style-type: none"> <li>Life Suikerbosrand Hospital</li> </ul>	KH				
Johannesburg	<ul style="list-style-type: none"> <li>Clinix Selby Park Hospital</li> </ul>	KH				
	<ul style="list-style-type: none"> <li>Life Brenthurst Hospital</li> </ul>	KH	KC	KS	D	
	<ul style="list-style-type: none"> <li>Life Fourways Hospital</li> </ul>				D	S
	<ul style="list-style-type: none"> <li>Mediclinic Morningside</li> </ul>				D	S
	<ul style="list-style-type: none"> <li>Nelson Mandela Children's Hospital</li> </ul>	KH			D	S
	<ul style="list-style-type: none"> <li>Netcare Garden City Hospital</li> </ul>	KH	KC			
	<ul style="list-style-type: none"> <li>Netcare Park Lane Hospital</li> </ul>					S
	<ul style="list-style-type: none"> <li>Wits Donald Gordon Medical Centre</li> </ul>				D	S
Kempton Park	<ul style="list-style-type: none"> <li>Arwyp Medical Centre</li> </ul>				D	
Krugersdorp	<ul style="list-style-type: none"> <li>Netcare Pinehaven</li> </ul>					S
Lenasia	<ul style="list-style-type: none"> <li>Lenmed Ahmed Kathrada Private Hospital</li> </ul>	KH	KC		D	
	<ul style="list-style-type: none"> <li>Lenmed Daxina Private Hospital</li> </ul>	KH				
Mabopane	<ul style="list-style-type: none"> <li>Mediclinic Legae</li> </ul>	KH	KC		D	S
Midrand	<ul style="list-style-type: none"> <li>Life Carstenhof Hospital</li> </ul>	KH	KC		D	
	<ul style="list-style-type: none"> <li>Netcare Waterfall City Hospital</li> </ul>					S
Pretoria	<ul style="list-style-type: none"> <li>Life Eugene Marais Hospital</li> </ul>	KH	KC	KS		
	<ul style="list-style-type: none"> <li>Life Groenkloof Hospital</li> </ul>				D	S
	<ul style="list-style-type: none"> <li>Life Wilgers Hospital</li> </ul>				D	S
	<ul style="list-style-type: none"> <li>Louis Pasteur Hospital</li> </ul>				D	

\*Hospitals with no casualty unit

All network lists can change at any time. Please go to [www.discovery.co.za](http://www.discovery.co.za) to see the latest list before any planned admissions.

KH KeyCare | 
 KC KeyCare Casualty | 
 KS KeyCare Start | 
 KR KeyCare Start Regional | 
 D Delta | 
 S Smart

## GAUTENG

Pretoria	▪ Mediclinic Medforum	KH	S
	▪ Mediclinic Muelmed	KH KC	S
	▪ Netcare Femina Hospital		D
	▪ Netcare Jakaranda Hospital*	KH	
	▪ Optimed Eye and Laser Clinic	KH	
	▪ Pretoria Eye Institute	KH	
Randburg	▪ Netcare Olivedale Hospital		S
Randfontein	▪ Lenmed Health Randfontein Private Hospital	KH KC	
	▪ Life Robinson Private Hospital	KH KC	D
Roodepoort	▪ Life Flora Hospital		D
	▪ Life Wilgeheuwel Hospital		D S
Saxonwold	▪ Life Genesis Clinic	KH	D S
Soshanguve	▪ Botshilu Private Hospital	KH	
Soweto	▪ Clinix Tshepo-Themba Private Hospital	KH KC KS	
	▪ Dr S K Matseke Memorial Hospital	KH	D S
Springs	▪ Life Springs Parkland Hospital	KH KC	D
Tembisa	▪ Lenmed Health Zamokuhle Private Hospital	KH KC KS	
Vanderbijlpark	▪ Mediclinic Emfuleni	KH KC	D
Vereeniging	▪ Clinix Naledi-Nkanyezi Private Hospital	KH KS	D
	▪ Mediclinic Vereeniging		S
	▪ Midvaal Private Hospital	KH KC	D
Vosloorus	▪ Clinix Botshelong-Empilweni Private Hospital	KH KS	D S

## EASTERN CAPE

East London	▪ Life Beacon Bay Hospital	KH KC KS	S
	▪ Life East London Private Hospital*	KH	
	▪ Life St Dominic's Private Hospital	KH KC	
	▪ Life St James Hospital / Life Eye Hospital East London	KH	
Humansdorp	▪ Life Isivivana Private Hospital	KH	

\*Hospitals with no casualty unit

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KH KeyCare | 
 KC KeyCare Casualty | 
 KS KeyCare Start | 
 KR KeyCare Start Regional | 
 D Delta | 
 S Smart

## EASTERN CAPE

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

## FREE STATE

Bethlehem	▪ Mediclinic Hoogland	KH	
Bloemfontein	▪ Life Rosepark Hospital	KH KC KS	D
	▪ Mediclinic Bloemfontein		S
	▪ Netcare Pelonomi Private Hospital	KH	
	▪ Netcare Universitas Private Hospital*	KH	D
	▪ Pasteur Eye 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	▪ Netcare Alberlito Hospital		S
Chatsworth	▪ Life Chatsmed Garden Hospital	KH KC	D
Durban	▪ JMH Ascot Park Hospital	KH	
	▪ JMH City Hospital	KH KC KS	
	▪ Lenmed Ethekewini Hospital and Heart Centre		D
	▪ Life Entabeni Hospital	KH KC KS	D
	▪ Life Westville Hospital		D S
	▪ Netcare St Augustine's Hospital		S
	▪ Netcare Umhlanga Hospital		S
Empangeni	▪ Life Empangeni Private Hospital	KH	
Isipingo	▪ JMH Isipingo Clinic	KH KC	S
Kokstad	▪ Netcare Kokstad Private Hospital	KH	
Ladysmith	▪ Lenmed La Verna Hospital	KH	

\*Hospitals with no casualty unit

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● KH KeyCare | 
 ● KC KeyCare Casualty | 
 ● KS KeyCare Start | 
 ● KR KeyCare Start Regional | 
 ● D Delta | 
 ● S Smart

## KWAZULU NATAL

Newcastle	<ul style="list-style-type: none"> <li>Mediclinic Newcastle</li> </ul>	<span>KH</span> <span>KC</span> <span>S</span>
Phoenix	<ul style="list-style-type: none"> <li>Life Mount Edgecombe Hospital</li> </ul>	<span>KH</span> <span>KC</span>
Pietermaritzburg	<ul style="list-style-type: none"> <li>Life Hilton Private Hospital</li> </ul>	<span>S</span>
	<ul style="list-style-type: none"> <li>Mediclinic Pietermaritzburg</li> </ul>	<span>S</span>
	<ul style="list-style-type: none"> <li>Midlands Medical Centre</li> </ul>	<span>D</span>
	<ul style="list-style-type: none"> <li>Netcare St Anne's Hospital</li> </ul>	<span>KH</span> <span>KC</span> <span>KS</span>
Pinetown	<ul style="list-style-type: none"> <li>Hillcrest Private Hospital</li> </ul>	<span>D</span>
	<ul style="list-style-type: none"> <li>Life Crompton Hospital</li> </ul>	<span>KH</span> <span>KC</span>
Port Shepstone	<ul style="list-style-type: none"> <li>Hibiscus Hospital</li> </ul>	<span>KH</span> <span>KC</span>
Richards Bay	<ul style="list-style-type: none"> <li>Melomed Richards Bay Private Hospital</li> </ul>	<span>KH</span> <span>KC</span> <span>KS</span> <span>S</span>
	<ul style="list-style-type: none"> <li>Netcare The Bay Hospital</li> </ul>	<span>KH</span> <span>KC</span>
Tongaat	<ul style="list-style-type: none"> <li>Mediclinic Victoria</li> </ul>	<span>KH</span>

## LIMPOPO

Bela-Bela	<ul style="list-style-type: none"> <li>St Vincent's Hospital</li> </ul>	<span>KH</span>
Polokwane	<ul style="list-style-type: none"> <li>Mediclinic Limpopo</li> </ul>	<span>KH</span> <span>KS</span> <span>KR</span> <span>D</span>
	<ul style="list-style-type: none"> <li>Netcare Pholoso Hospital</li> </ul>	<span>S</span>
Lephalale	<ul style="list-style-type: none"> <li>Mediclinic Lephalale</li> </ul>	<span>KH</span>
Thabazimbi	<ul style="list-style-type: none"> <li>Mediclinic Thabazimbi</li> </ul>	<span>KH</span> <span>KC</span>
Tzaneen	<ul style="list-style-type: none"> <li>Mediclinic Tzaneen</li> </ul>	<span>KH</span> <span>KR</span> <span>S</span>

## MPUMALANGA

Barberton	<ul style="list-style-type: none"> <li>RH Phodclinic</li> </ul>	<span>KH</span>
Emalahleni	<ul style="list-style-type: none"> <li>Life Cosmos Hospital</li> </ul>	<span>KH</span> <span>KC</span> <span>D</span> <span>S</span>
Ermelo	<ul style="list-style-type: none"> <li>Mediclinic Ermelo</li> </ul>	<span>KH</span>
Mbombela	<ul style="list-style-type: none"> <li>Mediclinic Nelspruit</li> </ul>	<span>KH</span> <span>KC</span> <span>KS</span> <span>KR</span> <span>S</span>
Middelburg	<ul style="list-style-type: none"> <li>Life Midmed Hospital</li> </ul>	<span>KH</span> <span>KC</span> <span>KS</span>
Piet Retief	<ul style="list-style-type: none"> <li>RH Piet Retief Private Hospital</li> </ul>	<span>KH</span>
Trichardt	<ul style="list-style-type: none"> <li>Mediclinic Highveld</li> </ul>	<span>KH</span> <span>KC</span> <span>KR</span>

## NORTH WEST

Brits	<ul style="list-style-type: none"> <li>Mediclinic Brits</li> </ul>	<span>KH</span>
Carletonville	<ul style="list-style-type: none"> <li>The Fountain Private Hospital</li> </ul>	<span>KH</span> <span>KC</span>
Klerksdorp	<ul style="list-style-type: none"> <li>Life Anncron Hospital</li> </ul>	<span>KH</span> <span>KC</span> <span>S</span>
Mafikeng	<ul style="list-style-type: none"> <li>Clinix Victoria Private Hospital*</li> </ul>	<span>KH</span>

\*Hospitals with no casualty unit

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KH KeyCare | 
 KC KeyCare Casualty | 
 KS KeyCare Start | 
 KR KeyCare Start Regional | 
 D Delta | 
 S Smart

NORTH WEST		
Potchefstroom	<ul style="list-style-type: none"> <li>Mediclinic Potchefstroom</li> </ul>	KH KC
Rustenburg	<ul style="list-style-type: none"> <li>Life Peglerae Hospital</li> </ul>	KH KC KS
	<ul style="list-style-type: none"> <li>Netcare Ferncrest Hospital</li> </ul>	D S
Vryburg	<ul style="list-style-type: none"> <li>Vryburg Private Hospital</li> </ul>	KH
NORTHERN CAPE		
Kathu	<ul style="list-style-type: none"> <li>Lenmed Health Kathu Private Hospital</li> </ul>	KH KC
Kimberley	<ul style="list-style-type: none"> <li>Finsch Mine Hospital*</li> </ul>	KH
	<ul style="list-style-type: none"> <li>Lenmed Royal Hospital and Heart Centre</li> </ul>	S
	<ul style="list-style-type: none"> <li>Mediclinic Kimberley</li> </ul>	KH
Upington	<ul style="list-style-type: none"> <li>Mediclinic Upington</li> </ul>	KH
WESTERN CAPE		
Bellville	<ul style="list-style-type: none"> <li>Cape Eye Hospital</li> </ul>	KH
	<ul style="list-style-type: none"> <li>Mediclinic Louis Leipoldt</li> </ul>	KH KC KR
	<ul style="list-style-type: none"> <li>Melomed Bellville</li> </ul>	KH KC KS
Blouberg	<ul style="list-style-type: none"> <li>Netcare Blaauwberg</li> </ul>	S
Cape Town	<ul style="list-style-type: none"> <li>Life Vincent Pallotti Hospital</li> </ul>	D
	<ul style="list-style-type: none"> <li>Mediclinic Cape Gate</li> </ul>	S
	<ul style="list-style-type: none"> <li>Mediclinic Cape Town</li> </ul>	D S
	<ul style="list-style-type: none"> <li>Mediclinic Constantiaberg</li> </ul>	S
	<ul style="list-style-type: none"> <li>Mediclinic Panorama</li> </ul>	D S
	<ul style="list-style-type: none"> <li>Netcare Christiaan Barnard Memorial Hospital</li> </ul>	KH
	<ul style="list-style-type: none"> <li>Netcare UCT Medical Centre*</li> </ul>	KH
	<ul style="list-style-type: none"> <li>Rondebosch Medical Centre</li> </ul>	KH KS
Claremont	<ul style="list-style-type: none"> <li>Life Kingsbury Hospital</li> </ul>	S
	<ul style="list-style-type: none"> <li>Life Peninsula Eye Hospital</li> </ul>	D S
Gatesville	<ul style="list-style-type: none"> <li>Melomed Gatesville</li> </ul>	KH KC KS D S
George	<ul style="list-style-type: none"> <li>Mediclinic Geneva*</li> </ul>	KH KS KR S
	<ul style="list-style-type: none"> <li>Mediclinic George</li> </ul>	KH KS KR S
Hermanus	<ul style="list-style-type: none"> <li>Mediclinic Hermanus</li> </ul>	KH KC
Kuils River	<ul style="list-style-type: none"> <li>Netcare Kuilsriver Hospital</li> </ul>	KH D
Milnerton	<ul style="list-style-type: none"> <li>Mediclinic Milnerton</li> </ul>	KH KR S

\*Hospitals with no casualty unit

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● KH KeyCare | 
 ● KC KeyCare Casualty | 
 ● KS KeyCare Start | 
 ● KR KeyCare Start Regional | 
 ● D Delta | 
 ● S Smart

## WESTERN CAPE

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

## LESOTHO

	<ul style="list-style-type: none"> <li>Wilies Hospital*</li> </ul>	<span>KH</span>
	<ul style="list-style-type: none"> <li>Maseru Private Hospital</li> </ul>	<span>D</span>

### 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	<ul style="list-style-type: none"> <li>Arwyp Medical Centre</li> </ul>	<span>KH</span>
Pretoria	<ul style="list-style-type: none"> <li>Louis Pasteur Hospital</li> </ul>	<span>KH</span>
	<ul style="list-style-type: none"> <li>Zuid-Afrikaans hospital</li> </ul>	<span>KH</span>

## KWAZULU NATAL

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

\* Hospitals with no casualty unit

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KH KeyCare | 
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 KS KeyCare Start | 
 KR KeyCare Start Regional | 
 D Delta | 
 S Smart

## 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	▪ Netcare Milpark (Cardiac electrophysiology centre – arrhythmia conditions only)	 
	▪ Netcare Sunninghill hospital (Cardiac electrophysiology centre – arrhythmia conditions only)	 
Pretoria	▪ Mediclinic Medforum (Maternity related)	
	▪ Mediclinic Midstream (Cardiac electrophysiology centre – arrhythmia conditions only)	
	▪ Zuid-Afrikaans hospital (Cardiac electrophysiology centre – arrhythmia conditions only)	 
FREE STATE		
Bloemfontein	▪ Pasteur Eye Hospital (Cataract related procedures only)	
WESTERN CAPE		
Bellville	▪ Melomed Bellville (Cardiac electrophysiology centre – arrhythmia conditions only)	 
Claremont	▪ Life Kingsbury Hospital (Ophthalmology and peripheral vascular surgery only)	
Cape Town	▪ Life Vincent Pallotti Hospital (Cardiac electrophysiology centre – arrhythmia conditions only)	
	▪ Melomed Tokai (Cardiac electrophysiology centre – arrhythmia conditions only)	 
	▪ Netcare Christiaan Barnard Memorial hospital (Cardiac electrophysiology centre – arrhythmia conditions only)	 
KWA-ZULU NATAL		
Durban	▪ EtheKwini Hospital and Heart Centre (Cardiac electrophysiology centre – arrhythmia conditions only)	
	▪ Netcare St Augustine's (Cardiac electrophysiology centre – arrhythmia conditions only)	
Umhlanga	▪ Busamed Gateway Private Hospital (Cardiac electrophysiology centre – arrhythmia conditions only)	 



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](http://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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\* Hospitals with no casualty unit

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 KeyCare |  KeyCare Casualty |  KeyCare Start |  KeyCare Start Regional |  Delta |  Smart

# 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](http://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](http://www.discovery.co.za) or by emailing [principalofficer@discovery.co.za](mailto: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](mailto:complaints@medicalschemes.co.za) | 0861 123 267 | [www.medicalschemes.co.za](http://www.medicalschemes.co.za)

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[www.discovery.co.za](http://www.discovery.co.za)