

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.**

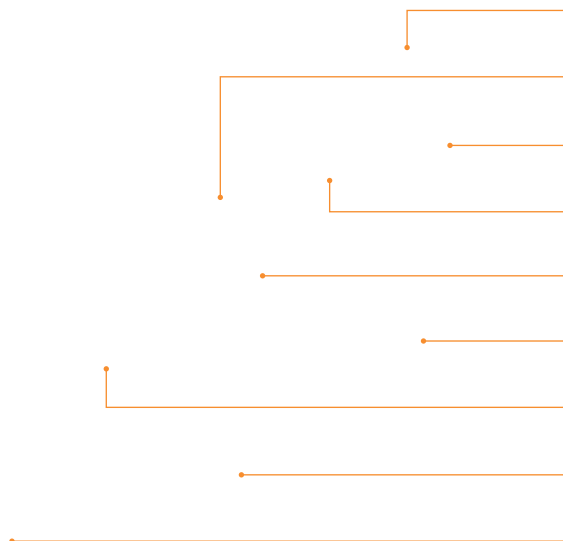
## **S** SMART HOSPITAL NETWORK

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

\* 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.



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

\* 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"> <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
	<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 KC KS
Ceres	<ul style="list-style-type: none"> <li>Netcare Ceres Hospital</li> </ul>	KH
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 S
	<ul style="list-style-type: none"> <li>Mediclinic George</li> </ul>	KH KS 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 S
Mitchells Plain	<ul style="list-style-type: none"> <li>Melomed Mitchells Plain</li> </ul>	KH KC D S

\* Hospitals with no casualty unit

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Western Cape

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

Lesotho

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

Kwazulu Natal

Pietermaritzburg	<ul style="list-style-type: none"> <li>Midlands Medical Centre</li> </ul>	KH	
Sydenham	<ul style="list-style-type: none"> <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 style="list-style-type: none"> <li>Netcare Milpark (Cardiac electrophysiology centre – arrhythmia conditions only)</li> </ul>		D S
	<ul style="list-style-type: none"> <li>Sunninghill hospital (Cardiac electrophysiology centre – arrhythmia conditions only)</li> </ul>		D S
Pretoria	<ul style="list-style-type: none"> <li>Mediclinic Medforum (Maternity related)</li> </ul>		D
	<ul style="list-style-type: none"> <li>Mediclinic Midstream (Cardiac electrophysiology centre – arrhythmia conditions only)</li> </ul>		D
	<ul style="list-style-type: none"> <li>Zuid-Afrikaans hospital (Cardiac electrophysiology centre – arrhythmia conditions only)</li> </ul>		D S

\* 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.





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

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

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

Kwa-Zulu Natal

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

# CONTACT

## US

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

### 01

#### TO TAKE YOUR QUERY FURTHER:

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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:

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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:

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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:

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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)

The hospital 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.

