

2021

Quality care in our

**Major Joints**

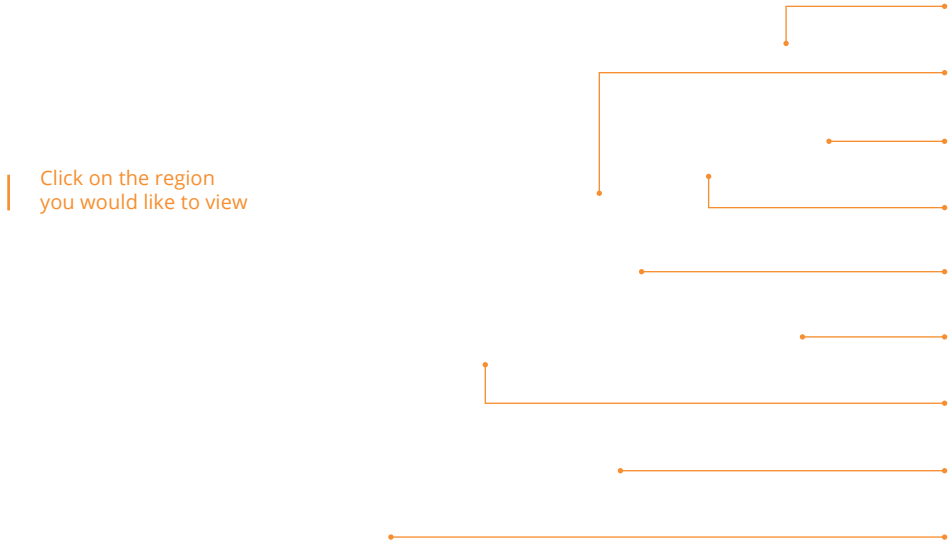
**Network**

*Find a network facility for your health plan option*







# Major Joints NETWORK

The Major Joints Network consists of teams working at hospitals in a quality of care programme. Members using participating practices and hospitals in the Major Joints Network will enjoy full cover. Planned admissions performed outside the hospital network or by non-participating practices will be covered up to 80% of the Discovery Health Rate (DHR) for the hospital account and is subject to the limit per prosthesis if a preferred supplier is not used. Unless otherwise indicated the standard hospital network rules by plan apply (including for Coastal, Delta and Smart plan series). Plan type deductibles, payable by the member, in the normal course of events remain applicable. This network will not apply to emergency and trauma related surgeries as well as bilateral and revision replacements or those related to congenital malformation of the joint, septic joints or cancer. This network is not applicable to the KeyCare and Essential Smart plans, because major joint replacements are excluded on these plans.



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

   Doctor Networks	   Hospital Networks
   Medicine Networks	   Day Surgery Network



Eastern Cape		
East London	<ul style="list-style-type: none"> <li>Life St Dominic's Private Hospital (Smart exception)</li> </ul>	Dr P. Sanchez
		Dr F.F. Fourie
		Dr P. Louw
		Dr W. Viviers
		Dr C.I. Herbst
		Dr N.J. Jansen van Rensburg Incorporated
Port Elizabeth	<ul style="list-style-type: none"> <li>Life St George's Hospital (Delta exception)</li> </ul>	Dr T.C. Botha
		Dr P.C. Polderman
		Dr C. Audley
		Dr C.J. Pretorius
		Dr M.B. Mandaba
		Dr I. Petersen
	<ul style="list-style-type: none"> <li>Netcare Greenacres (Delta exception)</li> </ul>	Dr V.P.Gajjar <span style="float: right;">S</span>
		Dr W. Hurter <span style="float: right;">S</span>
		Dr J.I.K. Niazi <span style="float: right;">S</span>
		Dr H.J. Stander <span style="float: right;">S</span>
Queenstown	<ul style="list-style-type: none"> <li>Life Queenstown Private Hospital</li> </ul>	Dr S.N. Naidoo
Free State		
Bethlehem	<ul style="list-style-type: none"> <li>Mediclinic Hoogland</li> </ul>	Dr J. Lombaard
		Dr P.J. Van Niekerk
		Dr P.H. Tredoux
Bloemfontein	<ul style="list-style-type: none"> <li>Life Rosepark Clinic</li> </ul>	Dr J. Kruger <span style="float: right;">D</span>
		Dr G.J. Greeff <span style="float: right;">D</span>
		Dr P.J Fischer and P.J. Human <span style="float: right;">D</span>
		Dr P.B. Erasmus <span style="float: right;">D</span>
		Dr P.A. Van Aardt <span style="float: right;">D</span>
		Dr W. Rall <span style="float: right;">D</span>
		Dr F.P. du Plessis <span style="float: right;">D</span>

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Free State			
Bloemfontein	■ Mediclinic Bloemfontein	Dr A. Van Zyl Incorporated	S
		Dr W. Van Der Merwe	S
		Dr R. Steyn	S
		Dr J.F. van der Merwe	S
Welkom	■ Mediclinic Welkom	Dr P. Van Sittert	
		Dr J.J. De Wet	
Gauteng			
Alberton	■ Netcare Union Hospital	Dr A. Younus	
		Dr M.J. Laric	
		Dr R. Bhaga	
		Dr J.C.M. Venter	
		Dr M.N. Iqbal	
Benoni	■ Life The Glynnwood Hospital	Dr N. Kumasamba	S
		Dr S.T. Cunningham	S
		Dr N.J. Steyn	S
		Dr S.E. Rose	S
Boksburg	■ Netcare Sunward Park Hospital	Dr T.A. Shoniwa	
		Dr M.G. O'Brien	
		Dr M.K. Kaputu	
		Dr S.K. Magobotha	
		Dr L. Jacobs	
Germiston	■ Life Bedford Gardens Hospital	Dr T.M.E. Hanck	D
		Dr Q. Accone	D
		Dr A. Younus	D
		Dr W.A.K. Niaz	D
Modderfontein	■ Busamed Modderfontein	Dr L. Mokete	
		Dr J.P. Marin	
		Dr E. Hoosen	
		Dr P.N. Kana	
		Dr C.O. Papagapiou	

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Gauteng

Johannesburg	■ Netcare Mulbarton Hospital	Dr G.H. Bayes	
		Dr R. Bhaga	
		Dr F. Ho	
		Dr L. Jacobs	
	■ Wits Donald Gordon Medical Centre	Dr A. Schepers	 
		Dr N.H. Goldstein	 
		Dr C. Truda	 
	■ Life Fourways Hospital	Dr C.N. Botoulas	 
		Dr L. Mokete	 
		Dr P.N. Kana	 
		Dr L. Nhlapo	 
		Dr R. Bhaga	 
		Dr C.O. Papagapiou	 
		Dr J. Cakic	 
		■ Mediclinic Morningside	Dr I.W. Dymond
	Dr R.B. Barrow		 
	Dr J.L. Botha Incorporated		 
	Dr Q. Accone		 
	Dr W. Matthee		 
	■ Mediclinic Sandton	Dr D.R. Van Der Jagt	
		Dr J.P. Marin	
		Dr M.C.E. Mc Donald	
		Dr R.J.L. Stein	
		Dr S.D. Smith	
	■ Netcare Garden City Clinic	Dr D.J. Engelbrecht	
		Dr A.D. Bhutt	
		Dr M.N. Bismilla	
Dr M. Mohideen			
Dr N.M. Freed			
Dr S.G. Wouters			

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Gauteng

Johannesburg	■ Netcare Linksfield Park Clinic	Dr P. Firer	
		Dr B.R. Gelbart	
		Dr D.A.C. McCready	
		Dr M.R. Street	
		Dr M. Lichtenburg	
		Dr B.S. Rabin	
		Dr D.R. van der Jagt	
		Dr A.C.J. Du Toit	
	■ Netcare Olivedale Clinic	Dr R.H. Van Der Plank	
		Dr M.C. Human	
		Dr N.S. Cocciuti	
		Dr S.I. Jaffe	
	■ Netcare Sunninghill Nursing Home	Dr R.D.V Greeff	
		Dr A.G. Stewart	
		Dr M.S. Barrow	
		Dr N.H. Goldstein	
Dr S.A. Khan			
■ Rosebank Clinic	Dr B.H. Barrow		
	Dr G. Vardi		
	Dr C.E. Barlin		
	Dr S. Bismilla		
Krugersdorp	■ Netcare Pinehaven Hospital	Dr E.D.V. Greeff	
		Dr P.J. Botha	
		Dr A. A. M Cloete	
		Dr H. Roodt	
		Dr I. De Wilde Incorporated	
	Dr M.N. Iqbal		
Lenasia	■ Krugersdorp Private Hospital	Dr M.N. Iqbal	<span style="color: blue;">S</span>
		■ Lenmed Health Ahmed Kathrada Private hospital	
		Dr N. Moosa	<span style="color: blue;">S</span>
		Dr E. Ismail	<span style="color: blue;">S</span>
		Dr P.N. Kana	<span style="color: blue;">S</span>

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Gauteng

Midrand	■ Netcare Waterfall City Hospital	Dr F.M. Peters	S
		Dr J.L. Botha Incorporated	S
		Dr S.D. Smith	S
		Dr A. Naidoo	S
		Dr M.T. Ramakgopa	S
		Dr S.T Ramakgopa	S
		Dr W. Matthee	S
	■ Mediclinic Midstream	Dr P.B. Oosthuizen	
		Dr P. de Lange	
Pretoria	■ Pretoria East Private Hospital	Dr A.J. Julyan	
		Dr T.L.B. Le Roux	
		Dr G.N. Dickason	
		Dr O. Koch	
		Dr M.C. Stoffberg	
		Dr W. van der Merwe	
	■ Netcare Montana Private Hospital	Dr H.E Senske	
		Dr E. Maritz	
		Dr F. Sprong	
		Dr W. van der Merwe	
	■ Unitas Hospital	Dr P.J. Venter	
		Dr G.J.E. De Beer	
		Dr C.J. Thiar	
		Dr R.W. Swanepoel	
		Dr C.A. Kilian	
		Dr C.D. Prinsloo	
		Dr P.B. Oosthuizen	
		Dr P. De Lange	
		Dr A. Van Niekerk	
		Dr. Birkholtz De Lange and Partners Incorporated	
	■ Zuid-Afrikaans Hospital	Dr C.J. Olivier	
		Dr R. Steyn	
		Dr F.D. van der Westhuizen	

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## Gauteng

City	Hospital	Doctors
Pretoria	■ Life Wilgers Hospital	Dr R.J. Immelman
		Dr J.N. De Vos <span style="float: right;">S</span>
		Dr P.R. Engelbrecht <span style="float: right;">S</span>
		Dr T. Monni <span style="float: right;">S</span>
		Dr P. Spies <span style="float: right;">S</span>
		Dr J. Bithrey <span style="float: right;">S</span>
	■ Life Faerie Glen Hospital	Dr W. Tollig
		Dr M.M. Straub
		Dr M.C. Stoffberg
		Dr S.A. Peach
		Dr H.W. Jacobs
	■ Life Groenkloof Hospital	Dr D.C. Du Plessis <span style="float: right;">D S</span>
		Dr C.A. Kilian <span style="float: right;">D S</span>
		Dr E. Pelsler <span style="float: right;">D S</span>
		Dr J.F. van Staden <span style="float: right;">D S</span>
		Dr F.J. Labuschagne <span style="float: right;">D S</span>
		Dr D.P. Vermaak <span style="float: right;">D S</span>
		Dr E. Mare <span style="float: right;">D S</span>
		Dr P.J. Oosthuizen <span style="float: right;">D S</span>
		Dr A.M.E.N. Froeling <span style="float: right;">D S</span>
		Dr L. Botha <span style="float: right;">D S</span>
		Dr W.B. Hiddema <span style="float: right;">D S</span>
		Dr E.W. Muller <span style="float: right;">D S</span>
		Dr J.B. Prins <span style="float: right;">D S</span>
		Dr S.C. East <span style="float: right;">D S</span>
		■ Eugene Marais Hospital
	Dr H.F. Visser	
	Dr D.J.M. Frantzen	
	Dr W.J. Basson	
	Dr Mare D Incorporated	
	Dr C.H. Snyckers	
	Dr E.W. Muller	
	Dr J.D.C. Heymans	

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Gauteng		
Pretoria	■ Eugene Marais Hospital	Dr S.A. Peach
		Dr HET van den Bout Inc
Randfontein	■ Life Robinson Hospital	Dr P.J. Botha <span style="float: right;">D</span>
		Dr A.A.M. Cloete <span style="float: right;">D</span>
		Dr A.W. Maina <span style="float: right;">D</span>
Roodepoort	■ Life Wilgeheuwel Hospital	Dr I. De Wilde <span style="float: right;">D S</span>
		Dr P. Mostert <span style="float: right;">D S</span>
		Dr C.R. Oosthuizen <span style="float: right;">D S</span>
		Dr D. van Zyl <span style="float: right;">D S</span>
		Dr C. Pretorius <span style="float: right;">D S</span>
		Dr F.P.J. Snyman <span style="float: right;">D S</span>
		Dr G. Davis <span style="float: right;">D S</span>
Soweto	■ Clinix Tshepo-Themba Private Hospital	Dr S.K. Matseke
Vanderbijlpark	■ Mediclinic Emfuleni	Dr P.L.S Aucamp <span style="float: right;">D</span>
		Dr D.L. Brown <span style="float: right;">D</span>
Vereeniging	■ Midvaal Private Hospital	Dr J. A Ellis <span style="float: right;">D</span>
		Dr H. J. Albertse <span style="float: right;">D</span>
		Dr J. Breytenbach <span style="float: right;">D</span>
Kwazulu Natal		
Ballito	■ Netcare Alberlito Hospital	Dr J.N. De Beer
		Dr G.N. Kriek
		Dr J.J. Kriek
Durban	■ Netcare St Augustine's Hospital	Dr J. Naidoo <span style="float: right;">S</span>
		Dr S.M. Naidoo <span style="float: right;">S</span>
		Dr G. Pirjol <span style="float: right;">S</span>
		Dr F. Kariel <span style="float: right;">S</span>
		Dr Z. Seedat <span style="float: right;">S</span>
		Dr Beekarun Moodley Rajah and Partners <span style="float: right;">S</span>
		Dr L.P. Moodley <span style="float: right;">S</span>
		Dr M.J. Grootboom <span style="float: right;">S</span>
		Dr V.V. Hlophe <span style="float: right;">S</span>

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Kwazulu Natal

Durban	■ Kingsway Hospital	Dr B. Stathoulis	
		Dr E.P. Valaskatzis	
		Dr Beekarun Moodley Rajah and Partners	D
	■ Life Entabeni Hospital	Dr V. Nadar	D
		Dr B. Garach	D
		Dr Baker and Partners Incorporated	D
		Dr P.R. Mwangalawa	D
		Dr I.E. Goga	D
		Dr A. Human	D
		Dr S.N. Mvelase	D
		■ Life Westville Hospital	Dr S.N. Mvelase
	Dr R.T. Islam		D S
	Dr G. Pirjol		D S
	Dr R.A. Mclennan-Smith		D S
	Dr J.R. Pryce Lewis		D S
Dr L.P. Moodley	D S		
Dr H. Mohamed	D S		
Dr I.E. Goga	D S		
Margate	■ Margate Hospital	Dr J. Van Reenen	
		Dr P. Lourens	
		Dr M.G. Du Preez	
Shelly Beach	■ Shelly Beach Hospital	Dr M.G. Du Preez	
		Dr F.B. Lukwago	
		Dr D.A. Chivers	
		Dr J. Van Reenen	
Hillcrest	■ Hillcrest Private Hospital	Dr R.K. Fraser	
		Dr R. Roloff	
		Dr Beekarun Moodley Rajah and Partners	
		Dr Baker and Partners Incorporated	
Howick	■ Mediclinic Howick	Dr J. Mcallister	
		Dr Morrish Bhagwan and Partners	
		Dr J.B de Wet	
		Dr R.W. Smit	

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## Kwazulu Natal






Hilton	<ul style="list-style-type: none"> <li>Life Hilton Private Hospital</li> </ul>	Dr Morrish Bhagwan and Partners
		Dr J. Mcallister
		Dr R. Frank
		Dr K.J. Mac Intyre
		Dr R.W. Smit
Newcastle	<ul style="list-style-type: none"> <li>Newcastle hospital</li> </ul>	Dr N.S.T. van der Walt
		Dr J.H. Ehlers
		Dr Mgele and Patel Incorporated
Pietermaritzburg	<ul style="list-style-type: none"> <li>Mediclinic Pietermaritzburg (Delta Exception)</li> </ul>	Dr G. Van Osch <span style="float: right;">S</span>
		Dr Morrish Bhagwan and Partners <span style="float: right;">S</span>
		Dr Gongal and Associates <span style="float: right;">S</span>
Richards Bay	<ul style="list-style-type: none"> <li>Netcare The Bay Hospital</li> </ul>	Dr A.J. Van Wyk
		Dr J.E. Viljoen
		Dr C.V. Gathiram
Umhlanga	<ul style="list-style-type: none"> <li>Gateway Private Hospital</li> </ul>	Dr J.N. De Beer
		Dr J.G. Willers
		Dr M.J. Coleman
		Dr A.J. De Vlieg
		Dr Beekarun Moodley Rajah and Partners
		Dr R.D. Rajoo and N.D. Naidoo
		Dr Van Eeden D Incorporated
		Dr B.B. Garach
Dr S. Bugwandin		

## Limpopo

Polokwane	<ul style="list-style-type: none"> <li>Mediclinic Limpopo</li> </ul>	Dr G.F. Van Zyl
		Dr T.M.W. Kganakga
		Dr I. Scott
Tzaneen	<ul style="list-style-type: none"> <li>Mediclinic Tzaneen</li> </ul>	Dr A.P. Revelas

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North West			
Klerksdorp	<ul style="list-style-type: none"> <li>Wilmed Park Private Hospital</li> </ul>	Dr F.E. Vlok	
		Dr C.H. Oosthuizen	
		Dr P.B.M. Morule	
		Dr J.H Visser	
Potchefstroom	<ul style="list-style-type: none"> <li>Mediclinic Potchefstroom</li> </ul>	Dr S. Hatting	
		Dr J.F. Marais	
		Dr C.J. Jonker	
	<ul style="list-style-type: none"> <li>Mooimed Private Hospital</li> </ul>	Dr C.J Jonker	
		Dr S. Hattingh	
		Dr J. Taute	
		Dr J. Marais	
Rustenburg	<ul style="list-style-type: none"> <li>Rustenburg Medi-Care Centre (Smart exception)</li> </ul>	Dr P.R. de Bruin	
		Dr J.W.T. Potgieter	
		Dr T. Moagi	
Mpumalanga			
Mbombela	<ul style="list-style-type: none"> <li>Lowveld Hospital</li> </ul>	Dr A.W.D. Kuhn	
		Dr D. Dimitriou	
		Dr A.B. Schoeman	
		Dr P.C.J. van Rooyen	
		Dr D.F. van der Merwe	
	<ul style="list-style-type: none"> <li>Mediclinic Nelspruit</li> </ul>	Dr D. Dimitriou	
		Dr A.B. Schoeman	
		Dr K. Steyn	
		Dr D.F. van der Merwe	
		Dr P.C.J. van Rooyen	
Trichardt	<ul style="list-style-type: none"> <li>Mediclinic Highveld</li> </ul>	Dr M.R.E. Hoosen	
		Dr C.P. Du Preez	
Middelburg	<ul style="list-style-type: none"> <li>Life Midmed Hospital</li> </ul>	Dr M.J. Van Wyk	
		Dr A. De Munnik	

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Mpumalanga		
Witbank	<ul style="list-style-type: none"> <li>Life Cosmos Hospital</li> </ul>	Dr W. van Graan
		Dr N.D. Mhlongo
Northern Cape		
Kimberley	<ul style="list-style-type: none"> <li>Mediclinic Kimberley</li> </ul>	Dr J. J. Fourie
		Dr J.C. Van Niekerk
		Dr J.F. Greyling
Upington	<ul style="list-style-type: none"> <li>Mediclinic Upington</li> </ul>	Dr M. A. Kapnoudhis
		Dr J.D. Arndt
Western Cape		
Cape Town	<ul style="list-style-type: none"> <li>Mediclinic Constantiaberg Hospital</li> </ul>	Dr D.W. Engela <span style="float: right;">S</span>
		Dr. M.A. Hanna Incorporated <span style="float: right;">S</span>
		Dr N.V. Martin <span style="float: right;">S</span>
		Dr. Endenburg And Mulder Associate <span style="float: right;">S</span>
		Dr C. Reid <span style="float: right;">S</span>
		Dr S. Mears <span style="float: right;">S</span>
	<ul style="list-style-type: none"> <li>Mediclinic Cape Gate</li> </ul>	Dr H.R. De Jongh Incorporated
		Dr C.T. Solomon
		Dr M.J. Durans
		Dr A.B Du Toit
	<ul style="list-style-type: none"> <li>N1 City Hospital</li> </ul>	Dr L. Van Wyk Incorporated
		Dr C.L. Steyn
		Dr D.H. Basson Incorporated
		Dr W.J. van Zyl
	<ul style="list-style-type: none"> <li>Netcare Christiaan Barnard Memorial Hospital</li> </ul>	Dr T.W. Munting
		Dr R.P.B. Bormann
		Dr J.S. Sagor
		Dr M. Held
	<ul style="list-style-type: none"> <li>Melomed Gatesville</li> </ul>	Dr H. Ahmed <span style="float: right;">D S</span>
		Dr A. Ikram <span style="float: right;">D S</span>
		Dr A.A. Rawoot <span style="float: right;">D S</span>
		Dr R.M. Atwaru <span style="float: right;">D S</span>
		Dr O.O. Sulaiman <span style="float: right;">D S</span>

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## Western Cape

Cape Town	■ Mediclinic Panorama	Dr J.D. Joubert	D S	
		Dr G.O. Van Zyl	D S	
		Dr A.L. Van Huyssteen	D S	
		Dr R. Smith	D S	
		Dr H.R. De Jongh Incorporated	D S	
		Dr W.J. Du Toit Incorporated	D S	
	■ Netcare Blaauwberg	Dr M. Van Der Kaag	D S	
		Dr C.W. Ackermann		
		Dr R.P.B von Bormann		
		Dr P. Naidu		
	■ Mediclinic Milnerton	Dr P.J. Smith	S	
		Dr A.M. van den Aardweg	S	
	■ Life Vincent Pallotti	Dr Grobler and Dower	D	
		Dr R.P. Nicholas	D	
		Dr M.B. Nortje	D	
		Dr P.J. Ehlers	D	
		Dr W.M. Van Der Merwe	D	
		Dr H.R. Hobbs	D	
		Dr Bernstein Nortje and Maqungo	D	
		Dr T. Hilton	D	
	■ Life Kingsbury Hospital	Dr L. Stewart	S	
		Dr C.D. White	S	
		Dr J. May	S	
		Dr M.B. Nortje	S	
		Dr M. Storm	S	
	■ Mediclinic Louis Leipoldt	Dr D.J. Nell		
		Dr T.W Parker		
	■ Mediclinic Durbanville	Dr R De Villiers		
		Dr P.J.K. Kane		
		Dr H.B Bosch		
			Dr J.J Marias	

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Western Cape

Hermanus	<ul style="list-style-type: none"> <li>Mediclinic Hermanus</li> </ul>	Dr J.J.H. Coetzee	
		Dr P. De Villiers	
		Dr F.J. Wiesner	
		Dr G.R. Du Toit	
George	<ul style="list-style-type: none"> <li>Mediclinic George</li> </ul>	Dr T.N. Barrett	
		Dr R.P. Bond	
		Dr H.J. Bester Incorporated	
		Dr B.J. Van Der Westhuizen	
Plettenberg Bay	<ul style="list-style-type: none"> <li>Mediclinic Plettenberg Bay</li> </ul>	Dr P.D. Mare	
Knysna	<ul style="list-style-type: none"> <li>Life Knysna Private</li> </ul>	Dr M.D. Verrier	
		Dr T.C. Reardon	
Oudshoorn	<ul style="list-style-type: none"> <li>Mediclinic Klein Karoo</li> </ul>	Dr D.S. Cronje	
Mossel Bay	<ul style="list-style-type: none"> <li>Life Bay View Private Hospital</li> </ul>	Dr J.G. Wilson	
		Dr N.D.B. Potgieter	
		Dr L.D. Griesel	
		Dr R.D. Jacobs Incorporated	
Paarl	<ul style="list-style-type: none"> <li>Mediclinic Paarl</li> </ul>	Dr D.W. Botes Incorporated	
		Dr W.A. Gericke Incorporated	
		Dr D.M. North	
Somerset West	<ul style="list-style-type: none"> <li>Busamed Paardevlei</li> </ul>	Dr S. Maqungo	
		Dr P. Olivier	
		Dr M.F. Maritz	
		Dr J.L. van den Berg	
	<ul style="list-style-type: none"> <li>Mediclinic Vergelegen</li> </ul>	Dr P.S. Hardcastle	D
		Dr D.F. Morkel	D
		Dr D. Hoffman	D
		Dr J.G. Nortje	D
Stellenbosch	<ul style="list-style-type: none"> <li>Mediclinic Stellenbosch /Mediclinic Winelands Orthopaedic Hospital</li> </ul>	Dr W.M. vd Merwe	
		Dr P.J. Erasmus	D S
		Dr E.M. Dillon	D S
		Dr J.D. Joubert	D S
		Dr K. Strauss	D S
		Dr R. De Villiers	D S
Dr G. Pienaar	D S		

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.



Western Cape

Vredenburg	<ul style="list-style-type: none"> <li>Life West Coast Private Hospital</li> </ul>	Dr N. Marais
		Dr M. Storm
Worcester	<ul style="list-style-type: none"> <li>Mediclinic Worcester</li> </ul>	Dr E.F. Laubscher
		Dr R.G. Finn Incorporated
		Dr H.J. Herbst
		Dr Pierre Botes Incorporated



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.



# 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.

