

June 2026

Dear Pharmacy Colleagues

Introducing additional security measures

Starting in the third quarter of 2026, we are adding extra security to protect patient and practice information.

The importance of additional security

- Keeps patient information safe (POPIA compliance)
- Ensures only verified staff can access support
- Speeds up call handling

The approach has a dual focus:

- **For phone and email support**

From Q3 2026, pharmacists, pharmacy assistants and pharmacy staff contacting us for authorisations (chronic, oncology, preauthorisation), claims, or other support will be required to provide pharmacy-specific passwords.

- **Web services support (HP Zone and HealthID)**

Pharmacists and assistant, pharmacy clinic nurses and bureau staff who use secure web services (authorisations, ICD-10 codes, claims, payments and statements) must also be registered before they can log in.

Note: Pharmacy and Bureau staff who have already registered and have their own unique Discovery Digital IDs (usernames and passwords) to access our web services do not need to re-register. We are not making any changes to the existing registrations. Their current access will remain unchanged.

What you need to do

Please make sure your new and unregistered staff are registered before Q3 2026:

- **Pharmacists, assistants, locums:** Pharmacy-specific passwords will be issued closer to Q3
- **Practice staff using the website:** Complete the [Practice access management form](#)
- **Bureau staff:** Complete the [Bureau registration and maintenance form](#)
- **Practices granting bureau access:** Complete the [Permission to grant bureau access to the practice information form](#).



We appreciate your continued support and cooperation as we implement these enhancements. Together, we can ensure a safer, more efficient experience for all.

Regards

Healthcare Professional Management Team
Discovery Health