

Out of Hospital Radiology Network Patient Experience Survey and Competition

Stand a chance to win a R500 voucher

TERMS AND CONDITIONS

These Terms and Conditions apply to the Out of Hospital Radiology Network Patient Experience Survey and Competition, where eligible participants stand a chance to win one of four R500 vouchers available through a random draw which will take place after the competition period.

Completion of the survey is voluntary and may be anonymous. Participants who wish to enter the competition must provide their membership number and agree to these Terms and Conditions.

Members may complete the survey anonymously, while a membership number is only required where the member elects to enter the competition.

About this survey and competition

1. The promoter of the competition is Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider and administrator of medical schemes ("the Promoter", "we", "us" or "our").
2. The competition is applicable to patients who have completed a radiology scan through the Out of Hospital Radiology Network and have completed the Patient Experience Survey.
3. A participant is an eligible individual who completes the Patient Experience Survey and elects to enter the competition by providing their membership number.
4. All information relating to this competition and any related promotional material forms part of these Terms and Conditions.

Qualifying for this competition

1. The competition is open to patients of the Out of Hospital Radiology Network who:
 - o Reside in South Africa;
 - o Are 18 years of age or older; and
 - o Complete the Patient Experience Survey during the competition period.
2. Employees, directors, agents, consultants or contractors of the Promoter, Discovery Group companies, participating radiology practices, or any entity directly involved in the administration of this competition may not enter this competition.
3. Participants may only enter the competition once, regardless of the number of surveys completed.
4. Participation in the competition is optional. A member may complete the Patient Experience Survey without providing a membership number but will not be entered into the prize draw.

How the competition works

1. Participation in the competition is optional. To participate in the competition, eligible individuals must complete the Out of Hospital Radiology Network Patient Experience Survey after undergoing a scan at a participating radiology practice and provide their membership number.
2. The survey must be completed during the competition period of 01 August 2026 – 31 December 2026. The survey can be accessed through the quick response (QR) code shown on the tent card located at the participating site's reception area.
3. Only completed survey submissions will qualify as valid entries into the competition and qualifying draw.

Discovery Health (Pty) Ltd. Registration number: 1997/013480/07. An authorised financial services provider and administrator of medical schemes.
1 Discovery Place, Sandton, 2196 | www.discovery.co.za

Directors: Dr A Ntsaluba (Chairperson), Dr J Broomberg, F Chothia*, R Farber, B T P K M Gamedze, A Gore, N B Kader, F N Khanyile, Dr K D Klintworth, Dr R N Noach, N Pitje*, Dr R M Whelan*, (*Executive).
Company Secretary: A C Ceba.

4. Each qualifying participant will receive one entry into the draw.
5. Incomplete, illegible, duplicate or fraudulent entries will not be considered.
6. Winners will be selected through a random draw from all qualifying entries received during the competition period.

Prize

1. The prize consists of four R500 vouchers in total.
2. Four winners will be selected, and each winner will be given one R500 voucher.
3. Winners will be contacted using information held by Discovery Health, in its capacity as the appointed administrator for Discovery Health Medical Scheme, linked to the membership number provided for the competition entry
4. If a winner cannot be contacted or does not respond within seven (7) calendar days of being notified, the Promoter reserves the right to select an alternative winner.
5. Winners may be required to verify their identity before a prize is awarded.
6. The prize is not transferable, refundable or exchangeable for cash, except where required by law.

Personal information

1. Participation in the survey is voluntary. Members may choose whether to provide their membership number to enter the competition. Where a membership number is provided, it will be processed solely for the purposes of administering the competition, verifying eligibility, selecting winners and contacting winners using the contact details held by Discovery Health as the appointed administrator of Discovery Health Medical Scheme. Survey responses will be accessible for administering the survey and competition. Reporting will be aggregated and will not identify individual members.
2. Personal information collected as part of the survey and competition will be processed in accordance with the [Discovery Health Privacy Statement](#) and applicable data retention requirements. Any personal information collected as part of the survey or competition will be processed in accordance with the Protection of Personal Information Act, 4 of 2013 (POPIA), and applicable privacy legislation.
3. Personal information will be used for:
 - o Administering the competition;
 - o Selecting and contacting winners; and
 - o Analysing patient experience feedback to improve healthcare services.
4. The completion of the survey is voluntary. Survey responses may be reported in aggregate form and will not be attributed to individual participants unless otherwise required by law or agreed to by the participant.
5. For more information on how personal information is processed, please refer to the [Discovery Health Privacy Statement](#).

Additional terms and conditions

1. Any violation or attempted violation of these Terms and Conditions may result in immediate disqualification.
2. The Promoter reserves the right to amend, suspend or terminate the competition at any time if circumstances arise that are beyond its reasonable control or where required by law.
3. If the competition is terminated, participants agree that they shall have no claim against the Promoter arising from such termination.
4. The Promoter's decision regarding all aspects of the competition, including the selection of winners, is final and binding.
5. The Promoter will not be responsible for any technical failures, delays, lost entries or other issues that may affect participation in the competition.
6. To the fullest extent permitted by law, the Promoter shall not be liable for any loss, damage or injury arising from participation in the competition or acceptance or use of the prize.

7. By entering this competition, participants confirm that they have read, understood and accepted these Terms and Conditions.

Discovery Health Disclaimer

The Out of Hospital Radiology Network is administered by Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider and administrator of medical schemes.

Discovery Health Medical Scheme, registration number 1125, is an independent non-profit entity governed by the Medical Schemes Act and regulated by the Council for Medical Schemes.