HOSPITAL NETWORK
FOR KEYCARE, DELTA AND SMART PLANS
This list applies 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 these claims.

The hospital network lists can change at any time. Please go to www.discovery.co.za to see the latest list before any planned admissions.

**KeyCare Hospital Networks**

- **Eastern Cape**
  - **East London**
    - Life Beacon Bay Hospital
    - Life East London Private Hospital
    - Life St James Operating Theatres
    - Life St Dominic’s Private Hospital
  - **Humansdorp**
    - Life Isivivana Private Hospital
  - **Port Elizabeth**
    - Life Mercantile Hospital
  - **Queenstown**
    - Life Queenstown Private Hospital
  - **Uitenhage**
    - Netcare Cuyler Clinic
  - **Umtata**
    - Life St Mary’s Private Hospital

- **Free State**
  - **Bethlehem**
    - Mediclinic Hoogland
  - **Bloemfontein**
    - Horizon Eye Care Centre
    - Netcare Pelonomi Private Hospital
    - Life Rosepark Hospital
    - Life Pasteur Hospital
    - Netcare Universitas Private Hospital
  - **Sasolburg**
    - Netcare Vaalpark Hospital
  - **Welkom**
    - Mediclinic Welkom
    - St Helena Hospital

- **Gauteng**
  - **Benoni**
    - Life The Glynnwood Hospital
    - Sunshine Hospital
    - Netcare Optiklin Eye Hospital
  - **Brakpan**
    - Life Dalview Hospital
  - **Germiston**
    - Life Roseacres Hospital
  - **Heidelberg**
    - Life Suikerbosrand Hospital
  - **Johannesburg**
    - Netcare Rand Hospital
    - Netcare Garden City Hospital
    - Life Brenthurst Hospital
  - **Midrand**
    - Life Carstenshof Hospital
  - **Pretoria**
    - Netcare Bougainville Private Hospital
    - Life Eugene Marais Hospital
    - Netcare Jakaranda Hospital
    - Mediclinic Legae
    - Mediclinic Medforum
    - Mediclinic Muelmed
    - Pretoria Eye Institute
  - **Randfontein**
    - Life Robinson Private Hospital
    - Lenmed Randfontein Private Hospital
  - **Saxonwold**
    - Life Genesis Clinic
  - **Soshanguve**
    - Botshilu Private Hospital

* Hospitals with no casualty unit

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Full Cover

*We cover you in full at the rate agreed with the hospital in accordance with your health plan benefits.*
Soweto
- Clinix Tshepo – Themba
  Private Hospital
- Dr S K Matsheke Memorial Hospital
Springs
- Life Springs Parkland Hospital
- Life St Mary’s Maternity Hospital*
Tembisa
- Lenmed Zamokuhle
  Private Hospital
Vanderbijlpark
- Mediclinic Emfuleni
- Ocumed
Vereeniging
- Clinix Naledi-Nkanyazi Private Hospital
  Hospital
- Midvaal Private Hospital
Vosloorus
- Clinix Botshelong-Empilweni
  Private Hospital
KwaZulu-Natal

Amanzimtoti
- Netcare Kingsway Hospital
Chatsworth
- Life Chatsmed Garden Hospital
Durban
- JMH City Hospital
- Life Entabeni Hospital
Empangeni
- Life Empangeni Garden Clinic
Isipingo
- JMH Isipingo Clinic
Kokstad
- Kokstad Private Hospital
Ladysmith
- Lenmed La Verna Hospital
Newcastle
- Mediclinic Newcastle
Phoenix
- Life Mount Edgecombe Hospital
Pietermaritzburg
- Netcare St Anne’s Hospital

* Hospitals with no casualty unit

Pinetown
- Life Crompton Hospital
- Port Shepstone
  - Hibiscus Hospital
  - Richards Bay
  - Netcare The Bay Hospital
  - Tongaat
  - Mediclinic Victoria

Limpopo

Bela-Bela
- St Vincent’s Hospital
Polokwane
- Mediclinic Limpopo
  - Thabazimbi
- Mediclinic Thabazimbi
  - Tzaneen
  - Mediclinic Tzaneen

Mpumalanga

Barberton
- Barberton Hospital
Emalahleni
- Life Cosmos Hospital
Ermelo
- Mediclinic Ermelo
Middelburg
- Life Midmed Private Hospital
Nelspruit
- Mediclinic Nelspruit
Piet Retief
- Life Piet Retief Hospital
Trichardt
- Mediclinic Highveld

North West

Brits
- Mediclinic Brits
Carletonville
- The Fountain Private Hospital

Klerksdorp
- Life Anncron Hospital
Mafikeng
- Victoria Private Hospital*
Potchefstroom
- Mediclinic Potchefstroom
Rustenburg
- Life Peglerae Hospital
Vryburg
- Vryburg Private Hospital

Northern Cape

Kathu
- Lenmed Kathu
  Private Hospital
Kimberley
- Mediclinic Kimberley
  - Finsch Mine Hospital*
Upington
- Mediclinic Upington

Western Cape

Bellville
- Melomed Bellville
- Mediclinic Louis Leipoldt
  - Cape Eye Hospital
Cape Town
- Netcare Christiaan Barnard
  Memorial Hospital
- Netcare UCT Medical Centre*
Ceres
- Netcare Ceres Hospital
Gatesville
- Melomed Gatesville
George
- Mediclinic Geneva*
- Mediclinic George
Hermanus
- Mediclinic Hermanus
Kuils River
- Netcare Kuilsriver Hospital

The hospital network lists can change at any time. Please go to www.discovery.co.za to see the latest list before any planned admissions.
Milnerton
- Mediclinic Milnerton
Mitchells Plain
- Melomed Mitchells Plain
Mossel Bay
- Life Bayview Hospital

Oudtshoorn
- Mediclinic Klein Karoo
  Paarl
- Mediclinic Paarl
West Coast
- Life West Coast Private Hospital
Worcester
- Mediclinic Worcester

Lesotho
- Willies Hospital*

Partial Cover

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
  Arwyp Medical Centre
  Lenasia
  Lenmed Ahmed Kathrada Private Hospital
Pretoria
- Louis Pasteur Hospital
- Zuid-Afrikaans Hospital

KwaZulu-Natal
- Pietermaritzburg
  Midlands Medical Centre
  Sydenham
  Lenmed Shifa Hospital

* Hospitals with no casualty unit

The hospital network lists can change at any time. Please go to www.discovery.co.za to see the latest list before any planned admissions.
On KeyCare Plus you are covered in any network casualty unit at one of the KeyCare network hospitals. You have to pay the first R355 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.

### KeyCare Casualty Hospitals

**Western Cape**
- Bellville
  - Mediclinic Louis Leipoldt
  - Melomed Bellville
- Cape Town
  - Netcare Christiaan Barnard Memorial Hospital
- Paarl
  - Mediclinic Paarl

**Gauteng**
- Benoni
  - Sunshine Hospital
- Germiston
  - Life Roseacres Hospital
- Johannesburg
  - Life Brenthurst Hospital
  - Netcare Garden City Clinic
- Midrand
  - Life Carstenhof Hospital
  - Pretoria
  - Mediclinic Muelmed
  - Springs
  - Life Springs Parkland Hospital
- Tembisa
  - Lenmed Zamokuhle Private Hospital
- Vosloorus
  - Clinix Botsheleng-Empilweni Private Hospital
- Vereeniging
  - Midvaal Private Hospital

**KwaZulu-Natal**
- Chatsworth
  - Life Chatsmed Garden Hospital
  - Phoenix
  - Life Mount Edgecombe Hospital
- Amanzimtoti
  - Life Kingsway Hospital
- Durban
  - Netcare Kingsway Hospital
  - JMH City Hospital Ltd
  - Ladysmith
  - Lenmed La Verna Hospital
- Newcastle
  - Mediclinic Newcastle
  - Richards Bay
  - Netcare The Bay Hospital

**North West**
- Brits
  - Mediclinic Brits
  - Klerksdorp
  - Life Anncron Hospital
- Vryburg
  - Life Vryburg Private Hospital

**Limpopo**
- Polokwane
  - Mediclinic Limpopo
  - Thabazimbi
  - Mediclinic Thabazimbi

**Northern Cape**
- Kathu
  - Lenmed Kathu Private Hospital
- Kimberley
  - Mediclinic Kimberley

**Free State**
- Bloemfontein
  - Life Rosepark Hospital
  - Sasolburg
  - Netcare Vaalpark Medical Centre

**Mpumalanga**
- Emalahleni
  - Life Cosmos Hospital
  - Middelburg
  - Life Midmed Private Hospital
  - Nelspruit
  - Mediclinic Nelspruit
  - Secunda
  - Mediclinic Highveld

**Eastern Cape**
- East London
  - Life Beacon Bay Hospital
  - Life St Dominic's Private Hospital
- Port Elizabeth
  - Life Mercantile Hospital

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The hospital network lists can change at any time. Please go to www.discovery.co.za to see the latest list before any planned admissions.
KeyCare **Start Hospital Network**

This list applies 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.*

<table>
<thead>
<tr>
<th>Region</th>
<th>Hospitals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Eastern Cape</strong></td>
<td>East London</td>
</tr>
<tr>
<td></td>
<td>• Life Beacon Bay Hospital</td>
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<tr>
<td></td>
<td>• Life Elizabeth</td>
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<tr>
<td></td>
<td>• Life Mercantile Hospital</td>
</tr>
<tr>
<td><strong>Free State</strong></td>
<td>Bloemfontein</td>
</tr>
<tr>
<td></td>
<td>• Life Rosepark Hospital</td>
</tr>
<tr>
<td><strong>Gauteng</strong></td>
<td>East Rand (South)</td>
</tr>
<tr>
<td></td>
<td>• Clinix Botshelong-Empilweni Private Hospital</td>
</tr>
<tr>
<td></td>
<td>East Rand (North)</td>
</tr>
<tr>
<td></td>
<td>• Lenmed Zamokuhle Private Hospital</td>
</tr>
<tr>
<td></td>
<td>Johannesburg (Central)</td>
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<tr>
<td></td>
<td>• Life Brenthurst Hospital</td>
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<td></td>
<td>Pretoria</td>
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<td></td>
<td>• Life Eugene Marais Hospital</td>
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<td></td>
<td>Soweto</td>
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<tr>
<td></td>
<td>• Clinix Tshepo-Themba Private Hospital</td>
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<tr>
<td><strong>Vaal Triangle</strong></td>
<td></td>
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<tr>
<td></td>
<td>• Clinix Naledi-Nkanyezi Private Hospital</td>
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<tr>
<td><strong>KwaZulu-Natal</strong></td>
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<tr>
<td></td>
<td>Durban</td>
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<tr>
<td></td>
<td>• Life Entabeni Hospital</td>
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<tr>
<td></td>
<td>• JMH City Hospital (maternity only)</td>
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<tr>
<td></td>
<td>Pietermaritzburg</td>
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<tr>
<td></td>
<td>• Netcare St Annes Hospital</td>
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<tr>
<td></td>
<td>Empangeni/Richards Bay</td>
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<tr>
<td></td>
<td>• Life Empangeni Garden Clinic</td>
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<tr>
<td><strong>Limpopo</strong></td>
<td>Polokwane</td>
</tr>
<tr>
<td></td>
<td>• Mediclinic Limpopo</td>
</tr>
<tr>
<td><strong>Mpumalanga</strong></td>
<td>Middelburg</td>
</tr>
<tr>
<td></td>
<td>• Life Midmed Private Hospital</td>
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<tr>
<td></td>
<td>Nelspruit</td>
</tr>
<tr>
<td></td>
<td>• Mediclinic Nelspruit</td>
</tr>
<tr>
<td><strong>North West</strong></td>
<td>Rustenburg</td>
</tr>
<tr>
<td></td>
<td>• Life Peglerae Hospital</td>
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<tr>
<td><strong>Western Cape</strong></td>
<td></td>
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<tr>
<td></td>
<td>Cape Flats</td>
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<tr>
<td></td>
<td>• Melomed Gatesville</td>
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<td></td>
<td>Cape Town (Central)</td>
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<tr>
<td></td>
<td>• Netcare Christiaan Barnard Memorial Hospital</td>
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<tr>
<td></td>
<td>Cape Town (Northern Suburbs)</td>
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<tr>
<td></td>
<td>• Melomed Bellville</td>
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<td></td>
<td>George</td>
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<td></td>
<td>• Mediclinic George</td>
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<td></td>
<td>• Mediclinic Geneva (maternity only)</td>
</tr>
</tbody>
</table>

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### 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 R7 650. This does not apply in an emergency.

<table>
<thead>
<tr>
<th>Gauteng</th>
<th>Exception hospitals</th>
<th>North West</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arwyp Medical Centre</td>
<td>Sunninghill hospital (Cardiac electrophysiology centre – arrhythmia conditions only)</td>
<td>Netcare Ferncrest Hospital</td>
</tr>
<tr>
<td>Life Bedford Gardens Hospital</td>
<td>Zuid-Afrikaans hospital (Cardiac electrophysiology centre – arrhythmia conditions only)</td>
<td>Life Rosepark Hospital</td>
</tr>
<tr>
<td>Netcare Bougainville Private Hospital</td>
<td>Life Wilgers hospital (Cathlab related procedures only)</td>
<td>Netcare Universitas Private Hospital</td>
</tr>
<tr>
<td>Life Brenthurst Clinic</td>
<td>Mediclinic Midstream (Cardiac electrophysiology centre – arrhythmia conditions only)</td>
<td>Horizon Eye Care Centre</td>
</tr>
<tr>
<td>Life Carstenshof Clinic</td>
<td>Netcare Milpark (Cardiac electrophysiology centre – arrhythmia conditions only)</td>
<td></td>
</tr>
<tr>
<td>Dr S K Matseke Memorial Hospital</td>
<td>Mediclinic Medforum (Maternity related)</td>
<td></td>
</tr>
<tr>
<td>Clinix Naledi-Nkanyezi Private Hospital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Netcare Clinton Clinic</td>
<td></td>
<td></td>
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<tr>
<td>Life Genesis Clinic</td>
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<tr>
<td>Mediclinic Emfuleni</td>
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<tr>
<td>Netcare Femina Hospital</td>
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<tr>
<td>Life Fourways Hospital</td>
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<tr>
<td>Mediclinic Legae Private Hospital</td>
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<tr>
<td>Lenmed Ahmed Kathrada Private Hospital</td>
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<tr>
<td>Life Groenkloof Hospital</td>
<td>Eastern Cape</td>
<td></td>
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<tr>
<td>Louis Pasteur Hospital</td>
<td>Life Mercantile Hospital</td>
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<tr>
<td>Midvaal Private Hospital</td>
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<td></td>
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<tr>
<td>Mediclinic Morningside</td>
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</tr>
<tr>
<td>Life Robinson Private Hospital</td>
<td>Life Chatsmed Garden Hospital</td>
<td>North West</td>
</tr>
<tr>
<td>Life Roseacres Clinic</td>
<td>Life Entabeni Hospital</td>
<td></td>
</tr>
<tr>
<td>Life Suikerbosrand Clinic</td>
<td>Midlands Medical Centre</td>
<td></td>
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<tr>
<td>Wits Donald Gordon Medical Centre</td>
<td>Life Westville Hospital</td>
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<tr>
<td>Life Wilgeheuwel Hospital</td>
<td>Ethekwini Hospital and Heart Centre</td>
<td></td>
</tr>
<tr>
<td>Limpopo</td>
<td>Exception hospitals</td>
<td></td>
</tr>
<tr>
<td>MediClinic Limpopo</td>
<td>St Augustine's (Cardiac electrophysiology centre – arrhythmia conditions only)</td>
<td></td>
</tr>
<tr>
<td>Mpumalanga</td>
<td>Gateway Private Hospital (Cardiac electrophysiology centre – arrhythmia conditions only)</td>
<td></td>
</tr>
<tr>
<td>Life Cosmos Hospital</td>
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</tr>
</tbody>
</table>

The hospital network lists can change at any time. Please go to www.discovery.co.za to see the latest list before any planned admissions.
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 R8 800. This does not apply in an emergency.

Gauteng
- Mediclinic Morningside
- Wits Donald Gordon Medical Centre
- Netcare Clinton Hospital
- Life Roseacres Clinic
- Netcare Waterfall City Hospital
- Life The Glynnwood
- Life Wilgeheuwel Hospital
- Netcare Krugersdorp Hospital
- Dr S K Maseke Memorial Hospital
- Mediclinic Vereeniging
- Mediclinic Medforum
- Netcare Park Lane Hospital
- Mediclinic Legae
- Mediclinic Midstream
- Clinix Botshelong-Empilweni Private Hospital
- Life Genesis Clinic
- Life Fourways Hospital
- Life Groenkloof Hospital
- Life Wilgers Hospital

Exception hospitals
- Sunninghill hospital (Cardiac electrophysiology centre – arrhythmia conditions only)
- Zuid-Afrikaans hospital (Cardiac electrophysiology centre – arrhythmia conditions only)
- Netcare Milpark (Cardiac electrophysiology centre – arrhythmia conditions only)

Free State
- Mediclinic Bloemfontein

Exception hospitals
- Horizon Eye Care Centre (Cataract related procedures only)

KwaZulu Natal
- Mediclinic Pietermaritzburg
- Netcare St Augustine's Hospital
- JMH Isipingo Clinic
- Life Westville Hospital
- Netcare Umhlanga Hospital
- Melomed Richard's Bay Private Hospital

Exception hospitals
- Gateway Private Hospital (Cardiac electrophysiology centre – arrhythmia conditions only)
- Ethekwini Hospital and Heart Centre (Cardiac electrophysiology centre – arrhythmia conditions only)

Western Cape
- Mediclinic Panorama
- Mediclinic Constantiaberg
- Melomed Gatesville
- Mediclinic Cape Town
- Mediclinic Stellenbosch
- Melomed Mitchells Plain
- Mediclinic Milnerton
- Life Kingsbury Hospital
- Life Peninsula Eye Hospital
- Mediclinic George

Exception hospitals
- Melomed Bellville (Cardiac electrophysiology centre – arrhythmia conditions only)
- Christiaan Barnard Memorial hospital (Cardiac electrophysiology centre – arrhythmia conditions only)
- Melomed Tokai (Cardiac electrophysiology centre – arrhythmia conditions only)
- Life Vincent Pallotti (Cardiac electrophysiology centre – arrhythmia conditions only)

Eastern Cape
- Netcare Greenacres Hospital
- Life Beacon Bay Hospital

North West
- Netcare Ferncrest Hospital

Mpumalanga
- Mediclinic Nelspruit
- Life Cosmos Hospital

Limpopo
- Netcare Pholoso

Northern Cape
- Lenmed Royal Heart Hospital

The hospital network lists can change at any time. Please go to www.discovery.co.za to see the latest list before any planned admissions.
Complaints process

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. 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 or by emailing 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.com | 0861 123 267 | www.medicalschemes.com

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