

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. There are currently some hospitals which are partially funded.

## **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.**

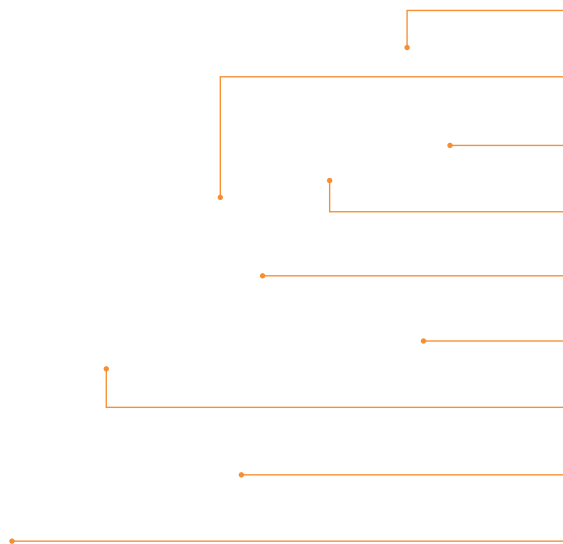
## **S** SMART HOSPITAL NETWORK

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					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	KC		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.



Gauteng	
Pretoria	<ul style="list-style-type: none"> <li>Mediclinic Medforum <span style="float: right;">KH S</span></li> </ul>
	<ul style="list-style-type: none"> <li>Mediclinic Muelmed <span style="float: right;">KH KC S</span></li> </ul>
	<ul style="list-style-type: none"> <li>Netcare Bougainville Private Hospital <span style="float: right;">KH D</span></li> </ul>
	<ul style="list-style-type: none"> <li>Netcare Femina Hospital <span style="float: right;">D</span></li> </ul>
	<ul style="list-style-type: none"> <li>Netcare Jakaranda Hospital* <span style="float: right;">KH</span></li> </ul>
	<ul style="list-style-type: none"> <li>Pretoria Eye Institute <span style="float: right;">KH</span></li> </ul>
Randburg	<ul style="list-style-type: none"> <li>Netcare Olivedale <span style="float: right;">S</span></li> </ul>
Randfontein	<ul style="list-style-type: none"> <li>Life Robinson Private Hospital <span style="float: right;">KH KC D</span></li> </ul>
	<ul style="list-style-type: none"> <li>Lenmed Randfontein Private Hospital <span style="float: right;">KH KC</span></li> </ul>
Roodepoort	<ul style="list-style-type: none"> <li>Life Wilgeheuwel Hospital <span style="float: right;">D S</span></li> </ul>
	<ul style="list-style-type: none"> <li>Life Flora Hospital <span style="float: right;">D</span></li> </ul>
Saxonwold	<ul style="list-style-type: none"> <li>Life Genesis Clinic <span style="float: right;">KH D S</span></li> </ul>
Soshanguve	<ul style="list-style-type: none"> <li>Botshilu Private Hospital <span style="float: right;">KH</span></li> </ul>
Soweto	<ul style="list-style-type: none"> <li>Clinix Tshepo-Themba Private Hospital <span style="float: right;">KH KC KS</span></li> </ul>
	<ul style="list-style-type: none"> <li>Dr S K Matseke Memorial Hospital <span style="float: right;">KH D S</span></li> </ul>
Springs	<ul style="list-style-type: none"> <li>Life Springs Parkland Hospital <span style="float: right;">KH KC D</span></li> </ul>
Tembisa	<ul style="list-style-type: none"> <li>Lenmed Zamokuhle Private Hospital <span style="float: right;">KH KC KS</span></li> </ul>
Vanderbijlpark	<ul style="list-style-type: none"> <li>Mediclinic Emfuleni <span style="float: right;">KH KC D</span></li> </ul>
	<ul style="list-style-type: none"> <li>Ocumed <span style="float: right;">KH</span></li> </ul>
Vereeniging	<ul style="list-style-type: none"> <li>Clinix Naledi-Nkanyezi Private Hospital <span style="float: right;">KH KS D</span></li> </ul>
	<ul style="list-style-type: none"> <li>Mediclinic Vereeniging <span style="float: right;">S</span></li> </ul>
	<ul style="list-style-type: none"> <li>Midvaal Private Hospital <span style="float: right;">KH KC D</span></li> </ul>
Vosloorus	<ul style="list-style-type: none"> <li>Clinix Botshelong-Emgilweni Private Hospital <span style="float: right;">KH KS D S</span></li> </ul>
Eastern Cape	
East London	<ul style="list-style-type: none"> <li>East London Eye Hospital <span style="float: right;">KH</span></li> </ul>
	<ul style="list-style-type: none"> <li>Life Beacon Bay Hospital <span style="float: right;">KH KC KS S</span></li> </ul>
	<ul style="list-style-type: none"> <li>Life East London Private Hospital* <span style="float: right;">KH</span></li> </ul>
	<ul style="list-style-type: none"> <li>Life St James Operating Theatres* <span style="float: right;">KH</span></li> </ul>
	<ul style="list-style-type: none"> <li>Life St Dominic's Private Hospital <span style="float: right;">KH KC</span></li> </ul>
Humansdorp	<ul style="list-style-type: none"> <li>Life Isivivana Private Hospital <span style="float: right;">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		C
Port Elizabeth	Life Mercantile Hospital	KC KS
	Life St George's	KH KC 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 D
	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		C
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 D
	Life Westville Hospital	D S
	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		C
Phoenix	Life Mount Edgecombe Hospital	KH KC
Pietermaritzburg	Life Hilton Private Hospital	S
	Mediclinic Pietermaritzburg	S
	Midlands Medical Centre	KC D
	Netcare St Anne's Hospital	KH KC
Pinetown	Life Crompton Hospital	KH KC
	Hillcrest Private Hospital	D
Port Shepstone	Hibiscus Hospital	KH
Richards Bay	Melomed Richards Bay Private Hospital	KH KC KS S
	Netcare The Bay Hospital	KH KC
Tongaat	Mediclinic Victoria	KH
Limpopo		
Bela-Bela	St Vincent's Hospital	KH
Polokwane	Mediclinic Limpopo	KH KS D
	Netcare Pholoso Hospital	S
Lephalale	Mediclinic Lephalale	KH
Thabazimbi	Mediclinic Thabazimbi	KH KC
Tzaneen	Mediclinic Tzaneen	KH S
Mpumalanga		
Barberton	RH Phodclinic	KH
Emalahleni	Life Cosmos Hospital	KH KC D S
Ermelo	Mediclinic Ermelo	KH
Middelburg	Life Midmed Private Hospital	KH KC KS
Nelspruit	Mediclinic Nelspruit	KH KC KS S
Piet Retief	RH Piet Retief Private Hospital	KH
Secunda	Mediclinic Secunda	KH S
Trichardt	Mediclinic Highveld	KH KC
North West		
Brits	Mediclinic Brits	KH
Carletonville	The Fountain Private Hospital	KH KC
Klerksdorp	Life Anncron Hospital	KH KC S
Mafikeng	Victoria Private Hospital*	KH

\* Hospitals with no casualty unit

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North West	
Potchefstroom	<ul style="list-style-type: none"> <li>Mediclinic Potchefstroom <span style="float: right;">KH KC</span></li> </ul>
Rustenburg	<ul style="list-style-type: none"> <li>Life Peglerae Hospital <span style="float: right;">KH KC KS</span></li> </ul>
	<ul style="list-style-type: none"> <li>Netcare Ferncrest Hospital <span style="float: right;">D S</span></li> </ul>
Vryburg	<ul style="list-style-type: none"> <li>Vryburg Private Hospital <span style="float: right;">KH</span></li> </ul>
Northern Cape	
<span style="float: right;">C</span>	
Kathu	<ul style="list-style-type: none"> <li>Lenmed Health Kathu Private Hospital <span style="float: right;">KH KC</span></li> </ul>
Kimberley	<ul style="list-style-type: none"> <li>Finsch Mine Hospital* <span style="float: right;">KH</span></li> </ul>
	<ul style="list-style-type: none"> <li>Lenmed Royal Hospital and Heart Centre <span style="float: right;">S</span></li> </ul>
	<ul style="list-style-type: none"> <li>Mediclinic Kimberley <span style="float: right;">KH</span></li> </ul>
Upington	<ul style="list-style-type: none"> <li>Mediclinic Upington <span style="float: right;">KH</span></li> </ul>
Western Cape	
<span style="float: right;">C</span>	
Bellville	<ul style="list-style-type: none"> <li>Cape Eye Hospital <span style="float: right;">KH</span></li> </ul>
	<ul style="list-style-type: none"> <li>Mediclinic Louis Leipoldt <span style="float: right;">KH KC</span></li> </ul>
	<ul style="list-style-type: none"> <li>Melomed Bellville <span style="float: right;">KH KC KS</span></li> </ul>
Blouberg	<ul style="list-style-type: none"> <li>Netcare Blaauwberg <span style="float: right;">S</span></li> </ul>
Cape Town	<ul style="list-style-type: none"> <li>Life Vincent Pallotti Hospital <span style="float: right;">D</span></li> </ul>
	<ul style="list-style-type: none"> <li>Mediclinic Cape Gate <span style="float: right;">S</span></li> </ul>
	<ul style="list-style-type: none"> <li>Mediclinic Cape Town <span style="float: right;">D S</span></li> </ul>
	<ul style="list-style-type: none"> <li>Mediclinic Constantiaberg <span style="float: right;">S</span></li> </ul>
	<ul style="list-style-type: none"> <li>Mediclinic Panorama <span style="float: right;">D S</span></li> </ul>
	<ul style="list-style-type: none"> <li>Netcare Christiaan Barnard Memorial Hospital <span style="float: right;">KH</span></li> </ul>
	<ul style="list-style-type: none"> <li>Netcare UCT Medical Centre* <span style="float: right;">KH</span></li> </ul>
	<ul style="list-style-type: none"> <li>Rondebosch Medical Centre <span style="float: right;">KH KS</span></li> </ul>
Ceres	<ul style="list-style-type: none"> <li>Netcare Ceres Hospital <span style="float: right;">KH</span></li> </ul>
Claremont	<ul style="list-style-type: none"> <li>Life Kingsbury Hospital <span style="float: right;">S</span></li> </ul>
	<ul style="list-style-type: none"> <li>Life Peninsula Eye Hospital <span style="float: right;">D S</span></li> </ul>
Gatesville	<ul style="list-style-type: none"> <li>Melomed Gatesville <span style="float: right;">KH KC KS D S</span></li> </ul>
George	<ul style="list-style-type: none"> <li>Mediclinic Geneva* <span style="float: right;">KH S</span></li> </ul>
	<ul style="list-style-type: none"> <li>Mediclinic George <span style="float: right;">KH KS S</span></li> </ul>
Hermanus	<ul style="list-style-type: none"> <li>Mediclinic Hermanus <span style="float: right;">KH KC</span></li> </ul>
Kuils River	<ul style="list-style-type: none"> <li>Netcare Kuilsriver Hospital <span style="float: right;">KH D</span></li> </ul>
Milnerton	<ul style="list-style-type: none"> <li>Mediclinic Milnerton <span style="float: right;">KH S</span></li> </ul>
Mitchells Plain	<ul style="list-style-type: none"> <li>Melomed Mitchells Plain <span style="float: right;">KH KC D S</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.



Western Cape		C
Mossel Bay	▪ Life Bayview Hospital	KH S
Oudtshoorn	▪ Mediclinic Klein Karoo	KH
Paarl	▪ Mediclinic Paarl	KH KC
Somerset West	▪ Mediclinic Vergelegen	D
Stellenbosch	▪ Mediclinic Stellenbosch	D S
	▪ Mediclinic Winelands Orthopaedic Hospital	D S
Tokai	▪ Melomed Tokai Hospital	KH KC
West Coast	▪ Life West Coast Private Hospital	KH KC
Worcester	▪ Mediclinic Worcester	KH KC

Lesotho		
	▪ Wilies Hospital*	KH

Gauteng		
Kempton Park	▪ Arwyp Medical Centre	KH
Pretoria	▪ Louis Pasteur Hospital	KH
	▪ Zuid-Afrikaans hospital	KH

Kwazulu Natal		C
Pietermaritzburg	▪ Midlands Medical Centre	KH
Sydenham	▪ Lenmed Shifa Hospital	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	▪ Netcare Milpark (Cardiac electrophysiology centre – arrhythmia conditions only)	D S
	▪ Sunninghill hospital (Cardiac electrophysiology centre – arrhythmia conditions only)	D S
Pretoria	▪ Mediclinic Medforum (Maternity related)	D
	▪ Mediclinic Midstream (Cardiac electrophysiology centre – arrhythmia conditions only)	D
	▪ Zuid-Afrikaans hospital (Cardiac electrophysiology centre – arrhythmia conditions only)	D S

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

\* 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.





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

PARTIAL COVER HOSPITALS

At these hospitals we only fund PMB admissions, for non-emergencies we will fund all accounts at a rate that is 80% of the Discovery Health Rate, you must pay the balance of the admissions costs.

Non PMB admissions are not funded at these hospitals.

- Free State - Emoyamed Private Hospital

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.



