

2021

Quality care in our

**Major Joints**

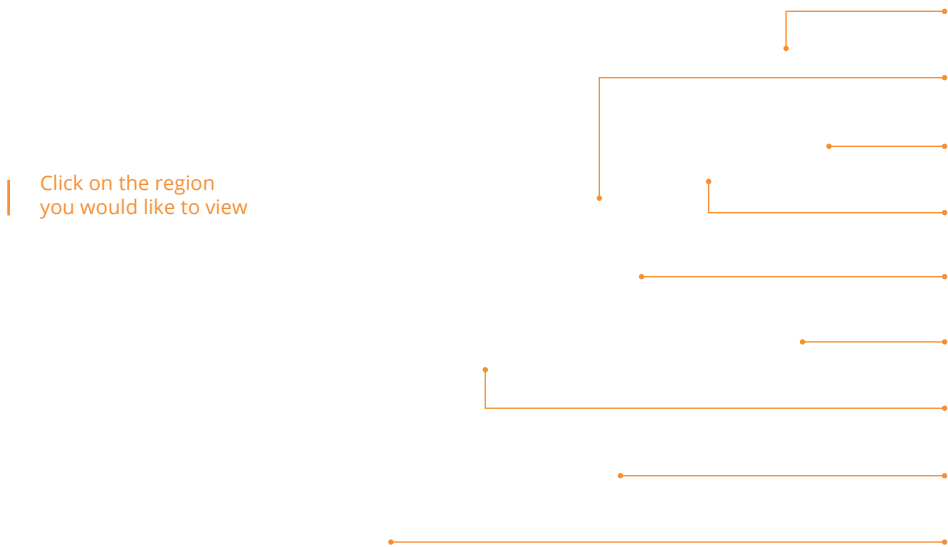
**Network**

*Find a network facility for your health plan option*







# Hospital 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.



Click on the region you would like to view

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>S</span>
		■ Lenmed Health Ahmed Kathrada Private hospital	
		Dr N. Moosa	<span>S</span>
		Dr E. Ismail	<span>S</span>
		Dr P.N. Kana	<span>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	
	■ Uitas 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

Pretoria	■ Life Wilgers Hospital	Dr R.J. Immelman		
		Dr J.N. De Vos	S	
		Dr P.R. Engelbrecht	S	
		Dr T. Monni	S	
		Dr P. Spies	S	
		Dr J. Bithrey	S	
	■ 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	D S	
		Dr C.A. Kilian	D S	
		Dr E. Pelser	D S	
		Dr J.F. van Staden	D S	
		Dr F.J. Labuschagne	D S	
		Dr D.P. Vermaak	D S	
		Dr E. Mare	D S	
		Dr P.J. Oosthuizen	D S	
		Dr A.M.E.N. Froeling	D S	
		Dr L. Botha	D S	
		Dr W.B. Hiddema	D S	
		Dr E.W. Muller	D S	
		Dr J.B. Prins	D S	
		Dr S.C. East	D S	
		■ Mediclinic Kloof	Dr J.F. van Staden	
			Dr S.C. East	
		■ Eugene Marais Hospital	Dr H. Swart	
	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 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 <span style="float: right;">S</span>
		Dr A.B. Schoeman <span style="float: right;">S</span>
		Dr K. Steyn <span style="float: right;">S</span>
		Dr D.F. van der Merwe <span style="float: right;">S</span>
		Dr P.C.J. van Rooyen <span style="float: right;">S</span>
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 G.P Conradie
		Dr J.J Oosthuizen
		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
	<ul style="list-style-type: none"> <li>Netcare Christiaan Barnard Memorial Hospital</li> </ul>	Dr W.J. van Zyl
		Dr T.W. Munting
		Dr R.P.B. Bormann
		Dr J.S. Sagor
	<ul style="list-style-type: none"> <li>Melomed Gatesville</li> </ul>	Dr M. Held
		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		
<ul style="list-style-type: none"> <li>■ Mediclinic Panorama</li> <li>■ Netcare Blaauwberg</li> <li>■ Mediclinic Milnerton</li> <li>■ Life Vincent Pallotti</li> <li>■ Life Kingsbury Hospital</li> <li>■ Mediclinic Louis Leipoldt</li> <li>■ Mediclinic Durbanville</li> </ul>	Dr J.D. Joubert	<span>D</span> <span>S</span>
	Dr G.O. Van Zyl	<span>D</span> <span>S</span>
	Dr A.L. Van Huyssteen	<span>D</span> <span>S</span>
	Dr R. Smith	<span>D</span> <span>S</span>
	Dr H.R. De Jongh Incorporated	<span>D</span> <span>S</span>
	Dr W.J. Du Toit Incorporated	<span>D</span> <span>S</span>
	Dr M. Van Der Kaag	<span>D</span> <span>S</span>
	Dr M. Van Der Kaag	
	Dr C.W. Ackermann	
	Dr R.P.B von Bormann	
	Dr P. Naidu	
	Dr P.J. Smith	<span>S</span>
	Dr A.M. van den Aardweg	<span>S</span>
	Dr Grobler and Dower	<span>D</span>
	Dr R.P. Nicholas	<span>D</span>
	Dr M.B. Nortje	<span>D</span>
	Dr P.J. Ehlers	<span>D</span>
	Dr W.M. Van Der Merwe	<span>D</span>
	Dr H.R. Hobbs	<span>D</span>
	Dr Bernstein Nortje and Maqungo	<span>D</span>
	Dr T. Hilton	<span>D</span>
Dr L. Stewart	<span>S</span>	
Dr C.D. White	<span>S</span>	
Dr J. May	<span>S</span>	
Dr M.B. Nortje	<span>S</span>	
Dr M. Storm	<span>S</span>	
Dr D.J. Nell		
Dr T.W Parker		
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. 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.



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



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# 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.

[www.discovery.co.za](http://www.discovery.co.za)

