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Council of Medical Schemes Registration No. P01/PSP No. 1710/2011/1038



Discovery  
Health Medical Scheme

2019

# HOSPITAL NETWORK

FOR KEYCARE, DELTA AND SMART PLANS

# KeyCare Hospital Networks

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.

## Full Cover

We cover you in full at the rate agreed with the hospital in accordance with your health plan benefits.

\* Hospitals with no casualty unit

## 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 Carstenhof 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

## Soweto

- Clinix Tshepo – Themba Private Hospital
- Dr S K Matseke 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-Nkanyezi Private Hospital
- Midvaal Private Hospital

## Vosloorus

- Clinix Botshelong-Empilweni Private Hospital

## KwaZulu-Natal

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### 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 Edgemombe Hospital

### Pietermaritzburg

- Netcare St Anne's Hospital

## Pinetown

- Life Crompton Hospital

## Port Shepstone

- Hibiscus Hospital

## Richards Bay

- Netcare The Bay Hospital

## Tongaat

- Mediclinic Victoria

## Limpopo

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### Bela-Bela

- St Vincent's Hospital

### Polokwane

- Mediclinic Limpopo

### Thabazimbi

- Mediclinic Thabazimbi

### Tzaneen

- Mediclinic Tzaneen

## Mpumalanga

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### 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

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### 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

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### Kathu

- Lenmed Kathu Private Hospital

### Kimberley

- Mediclinic Kimberley
- Finsch Mine Hospital\*

### Upington

- Mediclinic Upington

## Western Cape

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### 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

#### 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

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- 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

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##### Kempton Park

- Arwyp Medical Centre

##### Lenasia

- Lenmed Ahmed Kathrada Private Hospital

##### Pretoria

- Louis Pasteur Hospital
- Zuid-Afrikaans Hospital

#### KwaZulu-Natal

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##### Pietermaritzburg

- Midlands Medical Centre

##### Sydenham

- Lenmed Shifa Hospital

# 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 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.

## 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 Botshelong-Empilweni Private Hospital

### Vereeniging

- Midvaal Private Hospital

## KwaZulu-Natal

### Chatsworth

- Life Chatsmed Garden Hospital

### Phoenix

- Life Mount Edgecombe Hospital

### Amanzimtoti

- Netcare Kingsway Hospital

### Durban

- 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

- 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

### Emalaheni

- 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

# 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.*

## Eastern Cape

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### East London

- Life Beacon Bay Hospital

### Port Elizabeth

- Life Mercantile Hospital

## Free State

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### Bloemfontein

- Netcare Rosepark Hospital

## Gauteng

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### East Rand (South)

- Clinix Botshelong-Empilweni Private Hospital

### East Rand (North)

- Lenmed Zamakhule Private Hospital

### Johannesburg (Central)

- Life Brenthurst Hospital

### Pretoria

- Life Eugene Marais Hospital

### Soweto

- Clinix Tshepo-Themba Private Hospital

## KwaZulu-Natal

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### Durban

- Life Entabeni Hospital
- JMH City Hospital (maternity only)

### Pietermaritzburg

- Netcare St Annes Hospital

### Empangeni/Richards Bay

- Life Empangeni Garden Clinic

## Limpopo

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### Polokwane

- Mediclinic Limpopo

## Mpumalanga

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### Middelburg

- Life Midmed Private Hospital

## North West

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### Rustenburg

- Life Peglerae Hospital

## Western Cape

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### Cape Flats

- Melomed Gatesville

### Cape Town

- Netcare Christian Barnard Memorial Hospital

### George

- Mediclinic George
- Mediclinic Geneva (maternity only)

# 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.

## Gauteng

- Arwyp Medical Centre
- Life Bedford Gardens Hospital
- Netcare Bougainville Private Hospital
- Life Brenthurst Clinic
- Life Carstenhof Clinic
- Dr S K Matseke Memorial Hospital
- Clinix Naledi-Nkanyezi Private Hospital
- Netcare Clinton Clinic
- Life Genesis Clinic
- Mediclinic Emfuleni
- Netcare Femina Hospital
- Life Fourways Hospital
- Mediclinic Legae Private Hospital
- Lenmed Ahmed Kathrada Private Hospital
- Life Groenkloof Hospital
- Louis Pasteur Hospital
- Midvaal Private Hospital
- Mediclinic Morningside
- Life Robinson Private Hospital
- Life Roseacres Clinic
- Life Suikerbosrand Clinic
- Wits Donald Gordon Medical Centre
- Life Wilgeheuwel Hospital

## Exception hospitals

- Sunninghill hospital (Cardiac electrophysiology centre – arrhythmia conditions only)
- Zuid-Afrikaans hospital (Cardiac electrophysiology centre – arrhythmia conditions only)
- Life Wilgers hospital (Cathlab related procedures only)
- Mediclinic Midstream (Cardiac electrophysiology centre – arrhythmia conditions only)
- Netcare Milpark (Cardiac electrophysiology centre – arrhythmia conditions only)
- Mediclinic Medforum (Maternity related)

## Eastern Cape

- Life Mercantile Hospital

## KwaZulu Natal

- Life Chatsmed Garden Hospital
- Life Entabeni Hospital
- Midlands Medical Centre
- Life Westville Hospital
- Ethekewini Hospital and Heart Centre

## Free State

- Life Rosepark Hospital
- Netcare Universitas Private Hospital
- Horizon Eye Care Centre

## North West

- Netcare Ferncrest Hospital

## Exception hospitals

- St Augustine's (Cardiac electrophysiology centre – arrhythmia conditions only)
- Gateway (Cardiac electrophysiology centre – arrhythmia conditions only)

## Western Cape

- Mediclinic Cape Town
- Life Vincent Pallotti Hospital
- Melomed Mitchells Plain
- Mediclinic Panorama
- Mediclinic Stellenbosch
- Mediclinic Vergelegen
- Life Peninsula Hospital
- Melomed Gatesville

## Exception hospitals

- Melomed Bellville (Cardiac electrophysiology centre – arrhythmia conditions only)
- Life Kingsbury Hospital (Ophthalmology and peripheral vascular surgery only)
- Christiaan Barnard Memorial hospital (Cardiac electrophysiology centre – arrhythmia conditions only)
- Melomed Tokai (Cardiac electrophysiology centre – arrhythmia conditions only)
- Origin family-centred maternity hospital (Maternity only)

# 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

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- Mediclinic Morningside
- Wits Donald Gordon Medical Centre
- Netcare Clinton Hospital
- Life Roseacres Clinic
- Netcare Waterfall City Hospital
- Life The Glynwood
- Life Wilgeheuwel Hospital
- Netcare Krugersdorp Hospital
- Dr S K Matseke 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

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- 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

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- Mediclinic Bloemfontein

## Exception hospitals

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- Horizon Eye Care Centre (Cataract related procedures only)

## KwaZulu Natal

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- Mediclinic Pietermaritzburg
- Netcare St Augustine's Hospital
- JMH Isipingo Clinic
- Life Westville Hospital
- Netcare Umhlanga Hospital

## Exception hospitals

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

## Western Cape

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

## Exception hospitals

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- 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)
- Origin family-centred maternity hospital (Maternity only)

## Eastern Cape

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- Netcare Greenacres Hospital
- Life Beacon Bay Hospital

## North West

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- Netcare Ferncrest Hospital

## Mpumalanga

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- Mediclinic Nelspruit



# Contact Us

You can call us on 0860 99 88 77 or visit [www.discovery.co.za](http://www.discovery.co.za) for more information.

## 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](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:** 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:** 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](mailto:complaints@medicalschemes.com) | 0861 123 267 | [www.medicalschemes.com](http://www.medicalschemes.com)

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)

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CONTACT US | TEL 0860 99 88 77 | PO BOX 784262 SANDTON 2146 | [www.discovery.co.za](http://www.discovery.co.za)

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GM\_54601DHM\_12/09/2018\_V9