

QUALITY CARE IN OUR 2022

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 is subject to approval by the Scheme, on all health plans. The below listed plans offer cover for planned admissions in a defined network: Classic Smart Comprehensive, Delta options, Smart and KeyCare plans. On the Coastal plans you can go to any approved hospital in the four Coastal regions. There are currently some hospitals which are partially funded.

KH KEYCARE HOSPITAL NETWORK

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. This does not apply in an emergency.**

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 R425 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.**

KR KEYCARE START REGIONAL HOSPITAL NETWORK

These hospitals apply to members on the KeyCare Start Regional plan. We cover you in full at the agreed rate in your chosen KeyCare Start Regional Network Hospital. If you do not use these hospitals for a planned hospital admission, you will need to pay these claims. **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. For planned admissions to any other private hospital, you must pay an upfront amount of R9 100. **This does not apply in an emergency.**

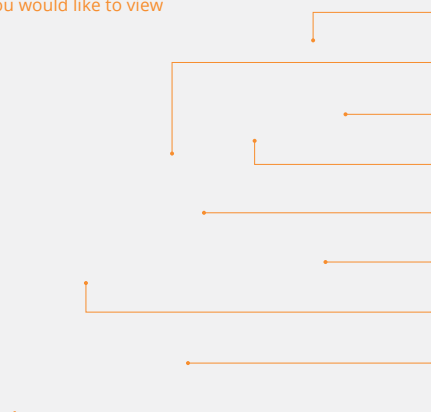
S SMART HOSPITAL NETWORK

These hospitals apply to members on the Classic Smart and Essential Smart Plans. For planned admissions to any other private hospital, you must pay an upfront amount of R10 400. **This does not apply in an emergency.**

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.** Visit www.discovery.co.za or click on Find a healthcare provider on the Discovery app to find a hospital on the Coastal Hospital Network.

Click on the region you would like to view



Gauteng

ALBERTON	<ul style="list-style-type: none"> Netcare Alberton Hospital 				D	S
BENONI	<ul style="list-style-type: none"> Life The Glynnwood Hospital 	KH				S
	<ul style="list-style-type: none"> Netcare Optiklin Eye Hospital* 	KH				
	<ul style="list-style-type: none"> Sunshine Hospital 	KH				
BRAKPAN	<ul style="list-style-type: none"> Life Dalview Hospital 	KH				
CENTURION	<ul style="list-style-type: none"> Mediclinic Midstream 					S
	<ul style="list-style-type: none"> Netcare Unitas Hospital 				D	
GERMISTON	<ul style="list-style-type: none"> Life Bedford Gardens Hospital 				D	
	<ul style="list-style-type: none"> Life Roseacres Hospital 	KH	KC		D	S
HEIDELBERG	<ul style="list-style-type: none"> Life Suikerbosrand Hospital 	KH				
JOHANNESBURG	<ul style="list-style-type: none"> Clinix Selby Park Hospital 	KH				
	<ul style="list-style-type: none"> Life Brenthurst Hospital 	KH	KC	KS	D	
	<ul style="list-style-type: none"> Life Fourways Hospital 				D	S
	<ul style="list-style-type: none"> Nelson Mandela Children's Hospital 	KH			D	S
	<ul style="list-style-type: none"> Netcare Garden City Hospital 	KH	KC			
	<ul style="list-style-type: none"> Netcare Park Lane Hospital 					S
	<ul style="list-style-type: none"> Mediclinic Morningside 				D	S
	<ul style="list-style-type: none"> Wits Donald Gordon Medical Centre 				D	S
KEMPTON PARK	<ul style="list-style-type: none"> Arwyp Medical Centre 				D	
KRUGERSDORP	<ul style="list-style-type: none"> Netcare Pinehaven 					S
LENASIA	<ul style="list-style-type: none"> Lenmed Ahmed Kathrada Private Hospital 	KH	KC		D	
	<ul style="list-style-type: none"> Lenmed Daxina Private Hospital 	KH				
MABOPANE	<ul style="list-style-type: none"> Mediclinic Legae 	KH	KC		D	S
MIDRAND	<ul style="list-style-type: none"> Life Carstenhof Hospital 	KH	KC		D	
	<ul style="list-style-type: none"> Netcare Waterfall City Hospital 					S
PRETORIA	<ul style="list-style-type: none"> Life Eugene Marais Hospital 	KH	KC	KS		
	<ul style="list-style-type: none"> Life Groenkloof Hospital 				D	S
	<ul style="list-style-type: none"> Life Wilgers Hospital 				D	S
	<ul style="list-style-type: none"> Louis Pasteur Hospital 				D	

*Hospitals with no casualty unit

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

KH KeyCare |
 KC KeyCare Casualty |
 KS KeyCare Start |
 KR KeyCare Start Regional |
 D Delta |
 S Smart

Gauteng

PRETORIA	▪ Mediclinic Medforum	KH			S
	▪ Mediclinic Muelmed	KH	KC		S
	▪ Netcare Femina Hospital				D
	▪ Netcare Jakaranda Hospital*	KH			
	▪ Pretoria Eye Institute	KH			
RANDBURG	▪ Netcare Olivedale				S
RANDFONTEIN	▪ Life Robinson Private Hospital	KH	KC		D
	▪ Lenmed Health Randfontein Private Hospital	KH	KC		
ROODEPOORT	▪ Life Wilgeheuwel Hospital				D S
	▪ Life Flora Hospital				D
SAXONWOLD	▪ Life Genesis Clinic	KH			D S
SOSHANGUVE	▪ Botshilu Private Hospital	KH			
SOWETO	▪ Clinix Tshepo-Themba Private Hospital	KH	KC	KS	
	▪ Dr S K Matseke Memorial Hospital	KH			D S
SPRINGS	▪ Life Springs Parkland Hospital	KH	KC		D
TEMBISA	▪ Lenmed Health Zamokuhle Private Hospital	KH	KC	KS	
VANDERBIJLPARK	▪ Mediclinic Emfuleni	KH	KC		D
	▪ Ocumed	KH			
VEREENIGING	▪ Clinix Naledi-Nkanyezi Private Hospital	KH		KS	D
	▪ Mediclinic Vereeniging				S
	▪ Midvaal Private Hospital	KH	KC		D
VOSLOORUS	▪ Clinix Botshelong-Empilweni Private Hospital	KH		KS	D S

Eastern Cape

EAST LONDON	▪ Life Beacon Bay Hospital	KH	KC	KS	S
	▪ Life East London Private Hospital*	KH			
	▪ Life St James Operating Theatres*	KH			
	▪ Life St Dominic's Private Hospital	KH	KC		
HUMANSDORP	▪ Life Isivivana Private Hospital	KH			

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KH KeyCare |
 KC KeyCare Casualty |
 KS KeyCare Start |
 KR KeyCare Start Regional |
 D Delta |
 S Smart

Eastern Cape

PORT ELIZABETH	▪ Life Mercantile Hospital	KH 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

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 KS	
	▪ 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	

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KH KeyCare |
 KC KeyCare Casualty |
 KS KeyCare Start |
 KR KeyCare Start Regional |
 D Delta |
 S Smart

Kwazulu Natal		
NEWCASTLE	<ul style="list-style-type: none"> Mediclinic Newcastle 	KH KC S
PHOENIX	<ul style="list-style-type: none"> Life Mount Edgecombe Hospital 	KH KC
PIETERMARITZBURG	<ul style="list-style-type: none"> Life Hilton Private Hospital 	S
	<ul style="list-style-type: none"> Mediclinic Pietermaritzburg 	S
	<ul style="list-style-type: none"> Midlands Medical Centre 	D
	<ul style="list-style-type: none"> Netcare St Anne's Hospital 	KH KC KS
PINETOWN	<ul style="list-style-type: none"> Life Crompton Hospital 	KH KC
	<ul style="list-style-type: none"> Hillcrest Private Hospital 	D
PORT SHEPSTONE	<ul style="list-style-type: none"> Hibiscus Hospital 	KH KC
RICHARDS BAY	<ul style="list-style-type: none"> Melomed Richards Bay Private Hospital 	KH KC KS S
	<ul style="list-style-type: none"> Netcare The Bay Hospital 	KH KC
TONGAAT	<ul style="list-style-type: none"> Mediclinic Victoria 	KH
Limpopo		
BELA-BELA	<ul style="list-style-type: none"> St Vincent's Hospital 	KH
POLOKWANE	<ul style="list-style-type: none"> Mediclinic Limpopo 	KH KS KR D
	<ul style="list-style-type: none"> Netcare Pholoso Hospital 	S
LEPHALALE	<ul style="list-style-type: none"> Mediclinic Lephalale 	KH
THABAZIMBI	<ul style="list-style-type: none"> Mediclinic Thabazimbi 	KH KC
TZANEEN	<ul style="list-style-type: none"> Mediclinic Tzaneen 	KH KR S
Mpumalanga		
BARBERTON	<ul style="list-style-type: none"> RH Phodclinic 	KH
EMALAHLENI	<ul style="list-style-type: none"> Life Cosmos Hospital 	KH KC D S
ERMELO	<ul style="list-style-type: none"> Mediclinic Ermelo 	KH
MIDDELBURG	<ul style="list-style-type: none"> Life Midmed Hospital 	KH KC KS
MBOMBELA	<ul style="list-style-type: none"> Mediclinic Nelspruit 	KH KC KS KR S
PIET RETIEF	<ul style="list-style-type: none"> RH Piet Retief Private Hospital 	KH
TRICHARDT	<ul style="list-style-type: none"> Mediclinic Highveld 	KH KC KR
North West		
BRITS	<ul style="list-style-type: none"> Mediclinic Brits 	KH
CARLETONVILLE	<ul style="list-style-type: none"> The Fountain Private Hospital 	KH KC
KLERKSDORP	<ul style="list-style-type: none"> Life Anncron Hospital 	KH KC S
MAFIKENG	<ul style="list-style-type: none"> Victoria Private Hospital* 	KH

*Hospitals with no casualty unit
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● KH KeyCare |
 ● KC KeyCare Casualty |
 ● KS KeyCare Start |
 ● KR KeyCare Start Regional |
 ● D Delta |
 ● S Smart

North West

POTCHEFSTROOM	<ul style="list-style-type: none"> Mediclinic Potchefstroom 	KH KC
RUSTENBURG	<ul style="list-style-type: none"> Life Peglerae Hospital 	KH KC KS
	<ul style="list-style-type: none"> Netcare Ferncrest Hospital 	D S
VRYBURG	<ul style="list-style-type: none"> Vryburg Private Hospital 	KH

Northern Cape

KATHU	<ul style="list-style-type: none"> Lenmed Health Kathu Private Hospital 	KH KC
KIMBERLEY	<ul style="list-style-type: none"> Finsch Mine Hospital* 	KH
	<ul style="list-style-type: none"> Lenmed Royal Hospital and Heart Centre 	S
	<ul style="list-style-type: none"> Mediclinic Kimberley 	KH
UPINGTON	<ul style="list-style-type: none"> Mediclinic Upington 	KH

Western Cape

BELLVILLE	<ul style="list-style-type: none"> Cape Eye Hospital 	KH
	<ul style="list-style-type: none"> Mediclinic Louis Leipoldt 	KH KC KR
	<ul style="list-style-type: none"> Melomed Bellville 	KH KC KS
BLOUBERG	<ul style="list-style-type: none"> Netcare Blaauwberg 	S
CAPE TOWN	<ul style="list-style-type: none"> Life Vincent Pallotti Hospital 	D
	<ul style="list-style-type: none"> Mediclinic Cape Gate 	S
	<ul style="list-style-type: none"> Mediclinic Cape Town 	D S
	<ul style="list-style-type: none"> Mediclinic Constantiaberg 	S
	<ul style="list-style-type: none"> Mediclinic Panorama 	D S
	<ul style="list-style-type: none"> Netcare Christiaan Barnard Memorial Hospital 	KH
	<ul style="list-style-type: none"> Netcare UCT Medical Centre* 	KH
	<ul style="list-style-type: none"> Rondebosch Medical Centre 	KH KS
CERES	<ul style="list-style-type: none"> Netcare Ceres Hospital 	KH
CLAREMONT	<ul style="list-style-type: none"> Life Kingsbury Hospital 	S
	<ul style="list-style-type: none"> Life Peninsula Eye Hospital 	D S
GATESVILLE	<ul style="list-style-type: none"> Melomed Gatesville 	KH KC KS D S
GEORGE	<ul style="list-style-type: none"> Mediclinic Geneva* 	KH KS KR S
	<ul style="list-style-type: none"> Mediclinic George 	KH KS KR S
HERMANUS	<ul style="list-style-type: none"> Mediclinic Hermanus 	KH KC
KUILS RIVER	<ul style="list-style-type: none"> Netcare Kuilsriver Hospital 	KH D
MILNERTON	<ul style="list-style-type: none"> Mediclinic Milnerton 	KH KR S

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KH KeyCare |
 KC KeyCare Casualty |
 KS KeyCare Start |
 KR KeyCare Start Regional |
 D Delta |
 S Smart

Western Cape

MITCHELLS PLAIN	<ul style="list-style-type: none"> Melomed Mitchells Plain 	KH KC D S
MOSSEL BAY	<ul style="list-style-type: none"> Life Bayview Hospital 	KH S
OUUDTSHOORN	<ul style="list-style-type: none"> Mediclinic Klein Karoo 	KH
PAARL	<ul style="list-style-type: none"> Mediclinic Paarl 	KH KC
SOMERSET WEST	<ul style="list-style-type: none"> Mediclinic Vergelegen 	D
STELLENBOSCH	<ul style="list-style-type: none"> Mediclinic Stellenbosch 	D S
	<ul style="list-style-type: none"> Mediclinic Winelands Orthopaedic Hospital 	D S
TOKAI	<ul style="list-style-type: none"> Melomed Tokai Hospital 	KH KC
WEST COAST	<ul style="list-style-type: none"> Life West Coast Private Hospital 	KH KC
WORCESTER	<ul style="list-style-type: none"> Mediclinic Worcester 	KH KC

Lesotho

	<ul style="list-style-type: none"> Wilies Hospital* 	KH
	<ul style="list-style-type: none"> Maseru Private Hospital 	D

KEYCARE PARTIAL COVER HOSPITALS

We pay up to a maximum of 70% of the hospital account, you must pay for 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	<ul style="list-style-type: none"> Arwyp Medical Centre 	KH
PRETORIA	<ul style="list-style-type: none"> Louis Pasteur Hospital 	KH
	<ul style="list-style-type: none"> Zuid-Afrikaans hospital 	KH

Kwazulu Natal

PIETERMARITZBURG	<ul style="list-style-type: none"> Midlands Medical Centre 	KH
SYDENHAM	<ul style="list-style-type: none"> Lenmed Shifa Hospital 	KH

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KH KeyCare |
 KC KeyCare Casualty |
 KS KeyCare Start |
 KR KeyCare Start Regional |
 D Delta |
 S Smart

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	<ul style="list-style-type: none"> Netcare Milpark (Cardiac electrophysiology centre – arrhythmia conditions only) 	D S
	<ul style="list-style-type: none"> Sunninghill hospital (Cardiac electrophysiology centre – arrhythmia conditions only) 	D S
PRETORIA	<ul style="list-style-type: none"> Mediclinic Medforum (Maternity related) 	D
	<ul style="list-style-type: none"> Mediclinic Midstream (Cardiac electrophysiology centre – arrhythmia conditions only) 	D
	<ul style="list-style-type: none"> Zuid-Afrikaans hospital (Cardiac electrophysiology centre – arrhythmia conditions only) 	D S

Free State

BLOEMFONTEIN	<ul style="list-style-type: none"> Pasteur Eye Hospital (Cataract related procedures only) 	S
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Western Cape

BELLVILLE	<ul style="list-style-type: none"> Melomed Bellville (Cardiac electrophysiology centre – arrhythmia conditions only) 	D S
CLAREMONT	<ul style="list-style-type: none"> Life Kingsbury Hospital (Ophthalmology and peripheral vascular surgery only) 	D
CAPE TOWN	<ul style="list-style-type: none"> Christiaan Barnard Memorial hospital (Cardiac electrophysiology centre – arrhythmia conditions only) 	D S
	<ul style="list-style-type: none"> Life Vincent Pallotti Hospital (Cardiac electrophysiology centre – arrhythmia conditions only) 	S
	<ul style="list-style-type: none"> Melomed Tokai (Cardiac electrophysiology centre – arrhythmia conditions only) 	D S

Kwa-Zulu Natal

DURBAN	<ul style="list-style-type: none"> Ethekwini Hospital and Heart Centre (Cardiac electrophysiology centre – arrhythmia conditions only) 	S
	<ul style="list-style-type: none"> St Augustine's (Cardiac electrophysiology centre – arrhythmia conditions only) 	D
UMHLANGA	<ul style="list-style-type: none"> Gateway Private Hospital (Cardiac electrophysiology centre – arrhythmia conditions only) 	D S

PARTIALLY FUNDED HOSPITALS ALL - PLANS

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 admission costs.

Non PMB admissions are not funded at these hospitals

- Faircape Health Tokai (acute beds only)



View other network providers using find a healthcare provider on the Discovery app

The Discovery app 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

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.co.za | 0861 123 267 | www.medicalschemes.co.za

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