

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.

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

* Hospitals with no casualty unit

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

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

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

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.

Based on your chosen KeyCare Start GP you have access to a KeyCare Start Network Hospital in your region.

Eastern Cape

East London

- Life Beacon Bay Hospital

Port Elizabeth

- Life Mercantile Hospital

Free State

Bloemfontein

- Life Rosepark Hospital

Gauteng

East Rand (South)

- Clinix Botshelong-Empilweni Private Hospital

East Rand (North)

- Lenmed Zamokuhle Private Hospital

Johannesburg (Central)

- Life Brenthurst Hospital

Pretoria

- Life Eugene Marais Hospital

Soweto

- Clinix Tshepo-Themba Private Hospital

Vaal Triangle

- Clinix Naledi-Nkanyezi Private Hospital

KwaZulu-Natal

Durban

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

Pietermaritzburg

- Netcare St Annes Hospital

Empangeni/Richards Bay

- Life Empangeni Garden Clinic

Limpopo

Polokwane

- Mediclinic Limpopo

Mpumalanga

Middelburg

- Life Midmed Private Hospital

Nelspruit

- Mediclinic Nelspruit

North West

Rustenburg

- Life Peglerae Hospital

Western Cape

Cape Flats

- Melomed Gatesville

Cape Town (Central)

- Netcare Christiaan Barnard Memorial Hospital

Cape Town (Northern Suburbs)

- Melomed Bellville

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

Limpopo

- Mediclinic Limpopo

Mpumalanga

- Life Cosmos 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

Exception hospitals

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

North West

- Netcare Ferncrest Hospital

Free State

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

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)

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 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

- 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

Contact Us

You can call us on 0860 99 88 77 or visit 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. 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

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.



www.discovery.co.za