

QUALITY CARE IN OUR

**2024** **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. There are currently some hospitals which are partially funded. The below listed plans offer cover for planned admissions in a defined network: Classic Smart Comprehensive, Delta options, Smart and KeyCare plans. On the Essential Dynamic Smart Plan you must use the Discovery Health app or website to access the Dynamic Smart Network. On the Coastal plans you can go to any approved hospital in the four Coastal regions.

## **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 R475 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

These hospitals are applicable to 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 R10,200. **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 R11,650. **This does not apply in an emergency.**

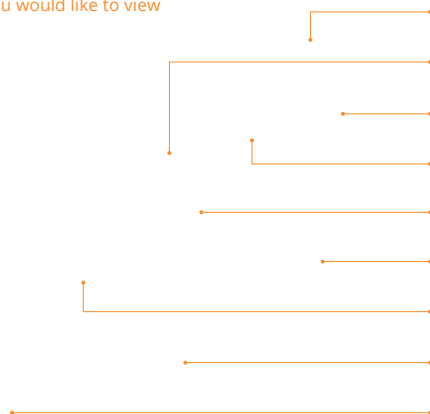
As a member on the Essential Dynamic Smart Plan, you have access to the Dynamic Smart Hospital Network. For planned admissions you must use our [Medical Provider Search tool](#) on the Discovery Health app and on our website to be directed to the most appropriate hospital that is conveniently close to your location based on your healthcare needs.

For planned admissions to any other private hospital, you must pay an upfront amount of R14,050. **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.** Visit [www.discovery.co.za](http://www.discovery.co.za) or click on Find a healthcare provider tool on the Discovery Health 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"> <li>Netcare Alberton Hospital</li> </ul>			D	S	
Benoni	<ul style="list-style-type: none"> <li>Life The Glynnwood Hospital</li> </ul>	KH			S	
	<ul style="list-style-type: none"> <li>Sunshine Hospital</li> </ul>	KH				
Brakpan	<ul style="list-style-type: none"> <li>Life Dalview Hospital</li> </ul>	KH				
Centurion	<ul style="list-style-type: none"> <li>Mediclinic Midstream</li> </ul>				S	
	<ul style="list-style-type: none"> <li>Netcare Unitas Hospital</li> </ul>			D		
Germiston	<ul style="list-style-type: none"> <li>Life Bedford Gardens Hospital</li> </ul>			D		
	<ul style="list-style-type: none"> <li>Life Roseacres Hospital</li> </ul>	KH	KC	D	S	
Heidelberg	<ul style="list-style-type: none"> <li>Life Suikerbosrand Hospital</li> </ul>	KH				
Johannesburg	<ul style="list-style-type: none"> <li>Clinix Selby Park Hospital</li> </ul>	KH				
	<ul style="list-style-type: none"> <li>Life Brenthurst Hospital</li> </ul>	KH	KC	KS	D	
	<ul style="list-style-type: none"> <li>Life Fourways Hospital</li> </ul>				D	S
	<ul style="list-style-type: none"> <li>Mediclinic Morningside</li> </ul>				D	S
	<ul style="list-style-type: none"> <li>Nelson Mandela Children's Hospital</li> </ul>	KH			D	S
	<ul style="list-style-type: none"> <li>Netcare Garden City Hospital</li> </ul>	KH	KC			
	<ul style="list-style-type: none"> <li>Netcare Park Lane Hospital</li> </ul>					S
Kempton Park	<ul style="list-style-type: none"> <li>Wits Donald Gordon Medical Centre</li> </ul>			D	S	
	<ul style="list-style-type: none"> <li>Arwyp Medical Centre</li> </ul>			D		
Krugersdorp	<ul style="list-style-type: none"> <li>Netcare Pinehaven</li> </ul>				S	
Lenasia	<ul style="list-style-type: none"> <li>Lenmed Ahmed Kathrada Private Hospital</li> </ul>	KH	KC	D		
	<ul style="list-style-type: none"> <li>Lenmed Daxina Private Hospital</li> </ul>	KH				
Mabopane	<ul style="list-style-type: none"> <li>Mediclinic Legae</li> </ul>	KH	KC	D	S	
Midrand	<ul style="list-style-type: none"> <li>Life Carstenhof Hospital</li> </ul>	KH	KC			
	<ul style="list-style-type: none"> <li>Netcare Waterfall City Hospital</li> </ul>			D	S	
Pretoria	<ul style="list-style-type: none"> <li>Life Eugene Marais Hospital</li> </ul>	KH	KC	KS		
	<ul style="list-style-type: none"> <li>Life Groenkloof Hospital</li> </ul>			D	S	
	<ul style="list-style-type: none"> <li>Life Wilgers Hospital</li> </ul>			D	S	
	<ul style="list-style-type: none"> <li>Louis Pasteur Hospital</li> </ul>			D		

\*Hospitals with no casualty unit

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All network lists can change at any time. Please go to [www.discovery.co.za](http://www.discovery.co.za) > Medical aid > Find documents and certificates > Health plan guides > Network lists to see the latest list before any planned admissions.

## GAUTENG

Pretoria	▪ Mediclinic Medforum	KH	KC		S
	▪ Mediclinic Muelmed				S
	▪ Netcare Femina Hospital				D
	▪ Netcare Jakaranda Hospital*	KH			
	▪ Optimed Eye and Laser Clinic	KH			
	▪ Pretoria Eye Institute	KH			
	▪ Zuid Afrikaans Hospital	KH			
Randburg	▪ Netcare Olivedale Hospital				S
Randfontein	▪ Lenmed Health Randfontein Private Hospital	KH	KC		
	▪ Life Robinson Private Hospital	KH	KC		D
Roodepoort	▪ Life Flora Hospital				D
	▪ Life Wilgeheuwel Hospital				D S
Saxonwold	▪ Oxford Maternity Unit	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
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 Dominic's Private Hospital	KH	KC		
	▪ Life St James Hospital / Life Eye Hospital East London	KH			
Humansdorp	▪ Life Isivivana Private Hospital	KH			

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## EASTERN CAPE

Port Elizabeth	Life Mercantile Hospital	KH	KC	KS	
	Life St George's Hospital	KH	KC	KS	D
	Netcare Greenacres Hospital				S
Queenstown	Life Queenstown Private Hospital	KH			S
Uitenhage	Netcare Cuyler Hospital	KH	KC		
Mthatha	Life St Mary's Private Hospital	KH			S

## FREE STATE

Bethlehem	Mediclinic Hoogland	KH			
Bloemfontein	Life Rosepark Hospital	KH	KC	KS	D
	Mediclinic Bloemfontein				S
	Netcare Pelonomi Private Hospital	KH			
	Netcare Universitas Private Hospital*	KH			D
	Pasteur Eye 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

## KWAZULU-NATAL

Amanzimtoti	Netcare Kingsway Hospital	KH	KC			
Ballito	Netcare Alberlito Hospital				S	
Chatsworth	Life Chatsmed Garden Hospital	KH	KC		D	
Durban	JMH Ascot Park Hospital	KH				
	JMH City Hospital	KH	KC	KS		
	Lenmed Ethekewini Hospital and Heart Centre				D	
	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 Private Hospital	KH				
Isipingo	JMH Isipingo Clinic	KH	KC		S	
Kokstad	Netcare Kokstad Private Hospital	KH				
Ladysmith	Lenmed La Verna Hospital	KH				

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## KWAZULU-NATAL

Newcastle	<ul style="list-style-type: none"> <li>Mediclinic Newcastle</li> </ul>	KH	KC			S
Phoenix	<ul style="list-style-type: none"> <li>Life Mount Edgecombe Hospital</li> </ul>	KH	KC			
Pietermaritzburg	<ul style="list-style-type: none"> <li>Life Hilton Private Hospital</li> </ul>					S
	<ul style="list-style-type: none"> <li>Mediclinic Pietermaritzburg</li> </ul>					S
	<ul style="list-style-type: none"> <li>Midlands Medical Centre</li> </ul>	KH		KS		D
Pinetown	<ul style="list-style-type: none"> <li>Hillcrest Private Hospital</li> </ul>					D
	<ul style="list-style-type: none"> <li>Life Crompton Hospital</li> </ul>	KH	KC			
Port Shepstone	<ul style="list-style-type: none"> <li>Hibiscus Hospital</li> </ul>	KH	KC			
Richards Bay	<ul style="list-style-type: none"> <li>Melomed Richards Bay Private Hospital</li> </ul>	KH	KC	KS		S
	<ul style="list-style-type: none"> <li>Netcare The Bay Hospital</li> </ul>	KH	KC			
Sydenham	<ul style="list-style-type: none"> <li>Lenmed Shifa Private Hospital</li> </ul>	KH				
Tongaat	<ul style="list-style-type: none"> <li>Mediclinic Victoria</li> </ul>	KH				

## LIMPOPO

Polokwane	<ul style="list-style-type: none"> <li>Mediclinic Limpopo</li> </ul>	KH		KS	KR	D
	<ul style="list-style-type: none"> <li>Netcare Pholoso Hospital</li> </ul>					S
Lephalale	<ul style="list-style-type: none"> <li>Mediclinic Lephalale</li> </ul>	KH				
Thabazimbi	<ul style="list-style-type: none"> <li>Mediclinic Thabazimbi</li> </ul>	KH	KC			
Tzaneen	<ul style="list-style-type: none"> <li>Mediclinic Tzaneen</li> </ul>	KH			KR	S

## MPUMALANGA

Barberton	<ul style="list-style-type: none"> <li>RH Phodclinic</li> </ul>	KH				
Emalahleni	<ul style="list-style-type: none"> <li>Life Cosmos Hospital</li> </ul>	KH	KC			D S
Ermelo	<ul style="list-style-type: none"> <li>Mediclinic Ermelo</li> </ul>	KH				
Mbombela	<ul style="list-style-type: none"> <li>Mediclinic Nelspruit</li> </ul>	KH	KC	KS	KR	S
Middelburg	<ul style="list-style-type: none"> <li>Life Midmed Hospital</li> </ul>	KH	KC	KS		
Piet Retief	<ul style="list-style-type: none"> <li>RH Piet Retief Private Hospital</li> </ul>	KH				
Trichardt	<ul style="list-style-type: none"> <li>Mediclinic Highveld</li> </ul>	KH	KC		KR	

## NORTH WEST

Brits	<ul style="list-style-type: none"> <li>Mediclinic Brits</li> </ul>	KH				
Carletonville	<ul style="list-style-type: none"> <li>The Fountain Private Hospital</li> </ul>	KH	KC			
Klerksdorp	<ul style="list-style-type: none"> <li>Life Anncron Hospital</li> </ul>	KH	KC			S
Mafikeng	<ul style="list-style-type: none"> <li>Clinix Victoria Private Hospital*</li> </ul>	KH				

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## NORTH WEST

### Potchefstroom

- Mediclinic Potchefstroom KH KC

### Rustenburg

- Life Peglerae Hospital KH KC KS
- Netcare Ferncrest Hospital D S

### Vryburg

- Vryburg Private Hospital KH

## NORTHERN CAPE

### Kathu

- Lenmed Health Kathu Private Hospital KH KC

### Kimberley

- Finsch Mine Hospital\* KH
- Lenmed Royal Hospital and Heart Centre S
- Mediclinic Kimberley KH

### Upington

- Mediclinic Upington KH

## WESTERN CAPE

### Bellville

- Cape Eye Hospital KH
- Mediclinic Louis Leipoldt KH KC KR
- Melomed Bellville KH KC KS

### Blouberg

- Netcare Blaauwberg S

### Cape Town

- Life Vincent Pallotti Hospital D
- Mediclinic Cape Gate S
- Mediclinic Cape Town D S
- Mediclinic Constantiaberg S
- Mediclinic Panorama D S
- Netcare UCT Medical Centre\* KH
- Rondebosch Medical Centre KH KS

### Claremont

- Life Kingsbury Hospital S
- Life Peninsula Eye Hospital D S

### Gatesville

- Melomed Gatesville KH KC KS D S

### George

- Mediclinic Geneva\* KH KS KR S
- Mediclinic George KH KS KR S

### Hermanus

- Mediclinic Hermanus KH KC

### Kuils River

- Netcare Kuilsriver Hospital D

### Milnerton

- Mediclinic Milnerton KH KR S

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## WESTERN CAPE

Mitchells Plain	<ul style="list-style-type: none"> <li>Melomed Mitchells Plain</li> </ul>	KH KC	D S
Mossel Bay	<ul style="list-style-type: none"> <li>Life Bayview Hospital</li> </ul>	KH	S
Oudtshoorn	<ul style="list-style-type: none"> <li>Mediclinic Klein Karoo</li> </ul>	KH	
Paarl	<ul style="list-style-type: none"> <li>Mediclinic Paarl</li> </ul>	KH KC	
Somerset West	<ul style="list-style-type: none"> <li>Mediclinic Vergelegen</li> </ul>		D
Stellenbosch	<ul style="list-style-type: none"> <li>Mediclinic Stellenbosch</li> </ul>		D S
	<ul style="list-style-type: none"> <li>Mediclinic Winelands Orthopaedic Hospital</li> </ul>		D S
Tokai	<ul style="list-style-type: none"> <li>Melomed Tokai Hospital</li> </ul>	KH KC	
West Coast	<ul style="list-style-type: none"> <li>Life West Coast Private Hospital</li> </ul>	KH KC	
Worcester	<ul style="list-style-type: none"> <li>Mediclinic Worcester</li> </ul>	KH KC	

## LESOTHO

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

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

## FREE STATE

Bloemfontein	<ul style="list-style-type: none"> <li>Pasteur Eye Hospital (Cataract related procedures only)</li> </ul>		S
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\* Hospitals with no casualty unit

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## WESTERN CAPE

Bellville	<ul style="list-style-type: none"> <li>Melomed Bellville (Cardiac electrophysiology centre – arrhythmia conditions only)</li> </ul>	D	S
Claremont	<ul style="list-style-type: none"> <li>Life Kingsbury Hospital (Ophthalmology and peripheral vascular surgery only)</li> </ul>	D	
Cape Town	<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
	<ul style="list-style-type: none"> <li>Netcare Christiaan Barnard Memorial hospital (Cardiac electrophysiology centre – arrhythmia conditions only)</li> </ul>	D	S

## KWAZULU-NATAL

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

### Partially funded hospitals - All plans

At these hospitals we only fund Prescribed Minimum Benefit (PMB) admissions. For non-emergencies, we will pay up to 80% of the Discovery Health Rate, you must pay the balance of the admission costs.

## WESTERN CAPE

Cape Town	<ul style="list-style-type: none"> <li>Faircape Health Tokai (acute beds only)</li> </ul>		
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View other network providers using find a healthcare provider on the [Discovery Health app](#)

Find a healthcare provider and the Discovery Health 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.

\* Hospitals with no casualty unit

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# Contact us

Discovery Health Medical Scheme is committed to providing you with the highest standard of service and your feedback is important to 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](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.co.za](mailto:complaints@medicalschemes.co.za) | 0861 123 267 | [www.medicalschemes.co.za](http://www.medicalschemes.co.za)



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