



Emergency services

2018

Overview

Discovery Health Medical Scheme prides itself in providing funding for world-class, comprehensive medical care. In the event of an emergency, we are able to ensure that our members have access to timeous, optimal patient care in emergencies.

Calls are managed by highly qualified emergency personnel who assess each case and initiate the most appropriate air or road evacuations based on protocols and resources available within a specific geographical area.

When you have an emergency

- Call 0860 999 911, Discovery 911 operated by Netcare 911, 24 hours a day, seven days a week.
- Your call will connect with highly qualified emergency personnel.
- We will immediately dispatch the most appropriate emergency medical service within your geographic area.

Emergency Assist

Scheme members who need help in an emergency and are unable to speak can choose to have access to our cellular phone-based panic alert system on the Discovery App. As soon as you push “Emergency Assist” you have two options: call me back or call an emergency operator. This service signals an alarm without requiring verbal identification.

A member activating this panic alert will be contacted immediately and if there is no response, we will use technology to locate you as long as you have your GPS on, and an emergency vehicle will be dispatched.

Medical Advice Line

Netcare 911 also offers a 24-hour Medical Advice Line for health advice and counselling care. You can expect excellent service from a team of dedicated and passionate experts.

What it offers you:

- Emergency medical advice
- A link to the poison centre
- Advice from qualified and experienced nurses
- Assessing of day-to-day symptoms
- Health counselling
- General health information
- Wellness and nutrition information.

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:

Step 1 – 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.

Step 2 – 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.

Step 3 – 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.

Step 4 – 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