

Contact us

Tel: **0860 99 88 77**, PO Box 784262, Sandton, 2146, www.discovery.co.za.

Making sure you get the best emergency care possible

Discovery Health is committed to making sure that our members get quality healthcare from emergency service providers. We understand that any medical emergency can be traumatic; this is why we would like to know if your experience was as reassuring as possible. Some emergency service providers are committed to the Discovery Health standards, which means you can be sure of the best care, support and access to quality facilities.

How was your emergency service experience?

If you tell us about your experience, we can bring any problems to the emergency service provider's attention. This way, they can find solutions and improve their service to you.

What you must do

- Please use one letter per block, complete with black ink and print clearly.
- Once the document is completed, please submit it on our website at www.discovery.co.za under Medical Aid > Get Help > Submit a document and follow the guided steps through our Virtual Agent.

1. Main member details

Membership number

ID or passport number

Member's name

Member's surname

2. Details about the emergency

Emergency service provider's name

Date of service

3. Your feedback about the emergency services provider

1. Which number did you dial to get an ambulance sent out?

2. What was the number of the phone from which you dialled?

3. Can you remember the time of your call? If yes, please specify: : AM PM

If you can't remember, please tick: Early in the morning Midmorning Lunchtime Mid-afternoon

 Late afternoon Early evening Evening Late evening

4. Were you given a reference number? Yes No

If yes, what was the number?

5. Do you have a compliment or complaint? Please tell us more:

6. Where can we contact you to give you feedback? Email me Phone me

Signature

 Please only sign if information is true, complete and correct.