



## How Discovery Health members are covered in an emergency

Discovery Health prides itself in providing world-class, comprehensive medical care to our members. Through Discovery 911, we are able to ensure that Discovery members have access to timeous, optimal patient care in emergencies. Calls to Discovery 911 will be managed by highly qualified emergency personnel who will 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, 24 hours a day, seven days a week.
- Your call will connect you with highly qualified emergency personnel with access to the Discovery database.
- Discovery 911 will immediately dispatch the most appropriate emergency medical service within your geographic area.

### Discovery 911 Alert

Discovery 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. 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, our technology will locate the member and an emergency vehicle will be dispatched.

This cellular phone-based panic alert system is currently available for both contract and prepaid subscribers to Vodacom with Caller Line Identity (CLI). It is currently not available on MTN, Cell C or Virgin Mobile. Should a member on Vodacom change to MTN, Cell C or Virgin Mobile at a later stage, the benefit will no longer be available. If you move from another cellular network to Vodacom and keep your previous cell phone number, you will be able to access the Discovery 911 Alert functionality, even if your cell phone number does not begin with 082 or 072.

### Cellular phone-based panic alert system

How to register for Discovery 911 Alert

- Log in to [www.discovery.co.za](http://www.discovery.co.za)
- Caller Line Identity must be activated on member's cell phones to benefit from Discovery 911 Alert.
- Once members have registered for Discovery 911 Alert, they will receive a confirmation SMS within 24 hours of registration.
- Members must ensure that if their cell phone numbers change, these are updated on [www.discovery.co.za/updatedetails](http://www.discovery.co.za/updatedetails)
- Vitality members are awarded 2 500 Vitality points for following the ten steps and successfully updating their details.
- Within 24 hours of activation, members will receive a number which must be saved to 'speed dial' on their phones. This key on their phones can be used in any medical emergency.