List of medical facilities/practitioners in South Africa

Prepared by British Consulate in South Africa (all provinces)

www.gov.uk

The following list of medical facilities/practitioners has been prepared by the British Consulate Pretoria and Cape Town for the convenience of British Nationals who may require these services and assistance in South Africa. It is provided on the understanding that we at the British Consulates Pretoria and Cape Town do not assume or undertake any legal responsibility, to you, or those affected, if you choose to take it into account when instructing a medical facility or practitioner.

Further and alternatively, we cannot accept any liability to any person or company for any financial loss or damage arising from the use of this information or from any failure to give information. There is no reciprocal arrangement between South Africa’s healthcare systems and the NHS, therefore the British Consulates Pretoria and Cape Town cannot act as guarantors for medical bills or repayment plans.

Our aim is to provide our customers with as much relevant information to enable them to make better informed decisions but our lists are not recommendations and should not be treated as such.
List of medical facilities/practitioners in South Africa

Updated: 20/02/2015

This list is in alphabetical order for each region.

BLOEMFONTEIN NETCARE (UNIVERSITAS)

1 Logeman Street, Universitas, Bloemfontein, 9301. Tel: +27 51 506 3500. www.netcare.co.za/86/universitas-private-hospital

This company has told us the following things:

- they have English speaking staff
- it's a private facility
- they are affiliated to Netcare Limited
- they do have experience of representing British nationals
- you will need to pay for treatment but the hospital will accept any emergency case and stabilise if the patient cannot cover payment and transfer to a state hospital
- this hospital covers the Free State region
BLOEMFONTEIN, UNIVERSITAS ACADEMIC HOSPITAL

Logeman St, Universitas, Bloemfontein, 9301. Tel: +27 51 505 3500.

This company has told us the following things:

- they have English speaking staff
- it’s a public facility and a referral would be necessary
- they are affiliated to the local Free State authority
- they have have experience of representing British nationals
- you will need to pay for treatment. The hospital will accept any emergency case and stabilise if the patient cannot cover payment
- this hospital covers the Free State region
- specialisations are in 24 Hour Casualty Service, Maternity Ward, Paediatric Ward, Surgical Wards, Pharmaceutical Services, Physiotherapy Services, Theatre, X-ray services, Dietetic Services, Occupational Therapy, Physiotherapy, Speech and Audiology Services, Oral Health Services

DURBAN, NETCARE (PARKLANDS)

75 Hopelands Road, Overport, Durban 4001. Tel: 031 242 4000. www.netcare.co.za

This company has told us the following things:

- they have English speaking staff
- it's a private facility
- they are affiliated to Netcare Limited
- specialisations are in 24 hours A&E, Maternity, Paediatric, Endocrinology, Surgical, General, Cardiac, Oncology
- they have have experience of representing British nationals
- you will need to pay for treatment. The hospital will accept any emergency case and stabilise if the patient cannot cover payment and transfer to a state hospital
- this hospital covers the KwaZulu Natal region
DURBAN Addington State Hospital

This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to KwaZulu Natal State Health Department
- specialisations are in A&E, refer to website
- they have have experience of representing British nationals
- you will need to pay for treatment. The hospital will treat and stabilise an emergency without asking for payment first
- this hospital covers KwaZulu Natal
NELSPRUIT MEDICLINIC

1 Louise Street, Sonheuwel, Nelspruit 1200. Tel: +27 13 759 0500. www.mediclinic.co.za

This company has told us the following things:

- they have English speaking staff
- it's a private facility
- they are affiliated to MEDICLINIC
- specialisations are 24 hrs A&E, Neonatal ITU, Cardiac ITU, Oncology and Renal diseases
- they have have experience of representing British nationals
- you will need to pay for treatment however the hospital will always assess, stabilise and transfer a patient to a state hospital if they cannot make payments. They use the following intermediaries for travel insurance: International SOS, Lions International, Eurocentre Cape Town, Europe Assistance
- this hospital covers the Mpumalanga Province
<table>
<thead>
<tr>
<th><strong>NELSPRUIT ROB FERREIRA HOSPITAL</strong></th>
<th><strong>UNCLASSIFIED</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>This company has told us the following things:</strong></td>
<td></td>
</tr>
<tr>
<td>- they have English speaking staff</td>
<td></td>
</tr>
<tr>
<td>- it's a public facility</td>
<td></td>
</tr>
<tr>
<td>- they are affiliated to Mpumalanga Health Services</td>
<td></td>
</tr>
<tr>
<td>- specialisations are in <strong>24 hr A&amp;E, refer to website</strong></td>
<td></td>
</tr>
<tr>
<td>- they do not have experience of representing British nationals</td>
<td></td>
</tr>
<tr>
<td>- you will need to pay for treatment but they will assess and stabilise any patient with an emergency before asking for payment</td>
<td></td>
</tr>
<tr>
<td>- this hospital covers the Mpumalanga region</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>PRETORIA NETCARE (UNITAS)</strong></th>
<th><strong>UNCLASSIFIED</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Clifton Avenue, Lyttelton, CENTURION 0140. Tel: +27 12 677 8000. <a href="http://www.netcare.co.za">www.netcare.co.za</a></td>
<td></td>
</tr>
<tr>
<td><strong>This company has told us the following things:</strong></td>
<td></td>
</tr>
<tr>
<td>- they have English speaking staff</td>
<td></td>
</tr>
<tr>
<td>- it's a private facility</td>
<td></td>
</tr>
<tr>
<td>- they are affiliated to NETCARE LIMITED</td>
<td></td>
</tr>
<tr>
<td>- specialisations are in <strong>24hr A&amp;E, Cardiac, General surgery, Internal Medicine, Reconstructive Surgery, Radiology, Vascular and Neuro-surgery</strong></td>
<td></td>
</tr>
<tr>
<td>- you will to pay for treatment but a patient will always be assessed and stabilised first, and transferred to a State medical facility where required or if the patient cannot pay</td>
<td></td>
</tr>
<tr>
<td>- this hospital provides services for the Gauteng region</td>
<td></td>
</tr>
</tbody>
</table>
PRETORIA, The Steve Biko Academic Hospital

Steve Biko Rd & Malan Str, Capital Park, PRETORIA, 0001. Tel: 012 354 1000. www.pah.org.za

This company has told us the following things:

- they have English speaking staff
- it's a public facility and will only treat Priority 1 or 2 patients (imminent) or referrals for emergency cases
- they are affiliated to Gauteng State Health Department
- specialisations are in general, refer to website
- you will need to pay for treatment but the patient will always be assessed and stabilised before payment is necessary
- this hospital covers the Gauteng region

POLOKWANE, MEDICLINIC LIMPOPO

Limpopo Mediclinic, 53 Plein Street, Polokwane, 0699. Tel: +27 15 290 3600. www.mediclinic.co.za

This company has told us the following things:

- they have English speaking staff
- it's a private facility
- they are affiliated to MEDICLINIC
- specialisations are in 24hr A&E, ICUs
- you will need to pay for treatment but they will always assess and stabilise an emergency situation and transfer to a state hospital when necessary
- this hospital covers the Limpopo region
Limpopo Provincial Hospital. POLOKWANE HOSPITAL
Cnr. Hospital & Dorp Street Polokwane, 0699. Tel: 015 287 5000.

This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to LIMPOPO State Services
- they have experience of representing British nationals
- you will need to pay for treatment
- covers the Limpopo region
This company has told us the following things: {complete as required}

The responses to this questionnaire, cover all Netcare hospital facilities in South Africa. Please refer to annexure A attached.

- they have English speaking staff **Yes, all Netcare staff speak English**
- it's a private/public facility **We are listed private healthcare company** ([www.netcare.co.za](http://www.netcare.co.za))
- they are affiliated to **All hospitals are licensed by the South African Department of Health**
- specialisations are in **Netcare 911 (a division of Netcare) offers emergency medical services including evacuation by road and air ambulances.**
  Netcare hospitals offer world class medical and surgical services using advanced technology. These services inclue buat are not limited to trauma services, paediatrics (including paediatric pulmonology and cardiology), general surgery, gynaecology/obstetrics, neurology, internal medicine, urology, orthopaedic surgery, cardiology, cardiac surgery, electrophysiology, gastroenterology, oncology ENT surgery, maxilla-facial surgery, etc. The disciplines vary per hospital. Details are available on our website. The medical specialist in our facilities are independent practitioners.
  70 Medicross family medical and dental centres offer GP and dental services, retail pharmacy services as well as complementary services such as physiotherapy, travel clinic, etc, although these vary per centre. Some centres also operate day theatres. The medical practitioners are independent professionals.
  National Renal Care offers acute and chronic renal dialysis services.
- they do have experience of representing British nationals **We have and continue to see many British nationals in our facilities across the country.**
- you will need to pay for treatment **Yes, all patients seeking health care at Netcare facilities have to pay for treatment, either personally or provide a Letter of Guarantee via an insurer with whom Netcare has a formal agreement. Netcare does have agreements with BUPA, Cigna, Aetna, EuropAssistance and various other institutions.**
- EHIC Cards are/are not accepted; repayment plans are/aren’t available (**European Economic Area (EEA) or Switzerland only**) **No repayment plans are available. EHIC cards are not accepted.**
- areas/regions of the country they can provide services for? **National across South Africa, specifically in all main metropolitan areas.**
MEDICLINIC – South Africa
www.mediclinic.co.za

This company has told us the following things:

- They have English speaking staff. English is spoken in all hospitals.
- It’s a private healthcare facility.
- They are affiliated to All hospitals are licensed by the South African Department of Health.
- Specialisations are in {Insert services}.
- They have experience of representing British nationals. They have experience with British patients.
- You will need to pay for treatment. Models of payment in an Emergency situation. There are two – the ‘non-staff model’ and ‘staff model’. By SA law hospitals are not allowed to employ doctor’s on a permanent basis therefore treatment comes in two bills, the use of equipment, treatment etc and separately the doctors bills which the hospital has no control over. The ‘staff model’ is in operation in 12 of the hospitals, these are in the main tourist areas such as Western Cape and Gauteng. The hospital is able to privately employ permanent doctors at these hospitals to be on call for medical emergencies, particularly useful in the case of foreign tourists. These fees are charged altogether and the patient has a clearer idea of what the cost will be.

For a British National who is in hospital here the protocol is that the hospital will contact one of the third parties who then liaise with the UK insurers on the patients behalf. They ascertain what procedures are necessary and the predicted length of stay and then provide the hospital with a letter of guarantee to cover payments on the patient’s behalf.

The third party insurers are MSO International, Alliance International and Meridien International. All are affiliated with BUPA in the UK (the main private health insurer) and linked to some of the other medical insurers in the UK.

The note that each Mediclinic hospital (49 in SA) has its’ own business protocol despite the central database of third party liaison. Should they have had a bad experience with a medical insurer they have the right to reserve and would then revert to cash payment only from the patient.

Criteria of treatment:

- All hospitals will stabilise (legal requirement) and usually the Emergency services will take someone to the nearest institution to do this.
- If the patient has no insurance then they will be transferred to a suitable State hospital.
- If the patient needs transferring to a Specialist ward outside of the hospital this is based on the Specialist and not the Specialist Ward – i.e. its a matter of marrying up where the Specialist is with what hospital he is currently working out of at that time and if that hospital does not have the correct equipment, finding a hospital that does.
- Four clinical criteria: green, yellow, orange, red. Green and yellow are situations that are considered ‘out of hospital treatments’ and there will be a set Emergency treatment fee. Orange and red will result in the hospital fees mentioned above.

- Areas/regions of the country they can provide services for? National across South Africa, specifically in all main metropolitan areas.
CONSTANIABERG MEDICLINIC
Burnham Road, Plumstead, Cape Town, 7800
P O Box 179, Plumstead, Cape Town, 7800
Tel: +27 21 799 2911
www.mediclinic.co.za

MILNERTON MEDICLINIC
Cnr Racecourse & Koeberg Road, Milnerton, Cape Town, 7441
Private Bag X16, Milnerton, Cape Town, 7435
Tel: +27 21 529 9000
www.mediclinic.co.za

UNCLASSIFIED
Feedback Form for Customers

If you do decide to use any of the medical facilities/practitioners on this list, we would like to hear from you. While there is no obligation on your part to provide feedback on the services you receive, any feedback you can give us is helpful.

Once completed, please return the form to the [Embassy/Consulate] by post to [ADDRESS] or by email to [EMAIL ADDRESS]. An electronic version of the form is available at [WEB ADDRESS]. Thank you for your help.

1. Name of firm: Name of medical practitioner:

2. Date of contact:

Are any of the details on our list regarding this provider wrong? (e.g. address, telephone number, etc.)

3. What service did you need?

4. Why did you need this service?

Please circle the appropriate boxes below:

(a) If the service provided English speaking services, how would you rate the standard of English?
UNCLASSIFIED

Excellent  Good  Average  Poor  Very Poor

(b) How would you rate the professionalism of the staff?
Excellent  Good  Average  Poor  Very Poor

(c) How would you rate the overall service received?
Excellent  Good  Average  Poor  Very Poor

(d) How would you rate the value for money?
Excellent  Good  Average  Poor  Very Poor

5. Do you have any other comments?

We would like to share this information with other customers but if you would prefer it not to be seen by others please tick the box □

Feedback provider’s name:  Tel. No.:
Email:  Date: