



Find a Healthcare Professional tool

Who we are

Bankmed (referred to as 'the Scheme'), registration number 1279, is a non-profit organisation, registered with the Council for Medical Schemes. Discovery Health (Pty) Ltd (referred to as 'the administrator') is a separate company and an authorised financial services provider (registration number 1997/013480/07) which takes care of the administration of your membership for the Scheme.

Overview

You can access the Find a Healthcare Professional tool on our website by logging in to www.bankmed.co.za, look under the **DOCTOR VISITS** tab and then select **Find a Healthcare Professional**.

Bankmed's Find a Healthcare Professional tool helps you locate a Healthcare Professional or medical service in your area. It also informs you as to how you will be covered for these medical services or Healthcare Professionals on the map. The cover is specific to your selected Plan.

The colours of the pins on the map represent the cover you have for these Healthcare Professionals and medical services on your chosen Plan.

To use the Find a Healthcare Professional tool, you are required to be a member of Bankmed and a registered user of the Bankmed website with a username and password.

Find a Healthcare Professional in three easy steps

1. Log in to www.bankmed.co.za and look under the **DOCTOR VISITS** tab and then select **Find a Healthcare Professional**

2. Select who or what you require to see:
You can look for the name of the Healthcare Professional or the type of Healthcare Professional, for example, you can look for a General Practitioner (GP). Kindly bear in mind that the Healthcare Professional and facility names may not be known by their names but they may instead be listed by the names registered with the Board of Healthcare Funders.

You can also select a category, which will list a view of all the Healthcare Professional types.

3. Select the area or location of the Healthcare Professional for which you are looking. To make your selection easier, simply start typing the suburb name in the suburb field. You will immediately obtain options from which to choose.

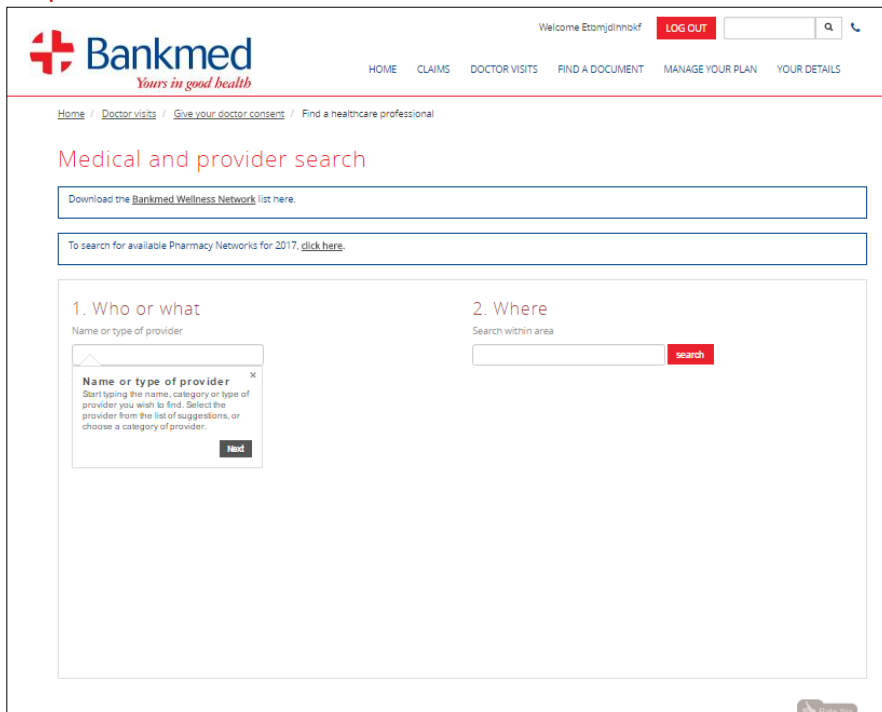
As soon as you have completed all the fields and clicked on search, the search will bring up a list of Healthcare Professionals, their contact details and how they are covered.

For more information on how Healthcare Professionals are funded, you may click on the Healthcare Professional's name.

You can also select whether you will be visiting the Healthcare Professional in- or out-of-hospital and find out whether the claim will be paid in full. In addition, you are able to switch to map view where the colour pins will indicate the cover.

Graphic display of the three steps

Step one



The screenshot shows the Bankmed website interface for a provider search. At the top, there is a navigation bar with the Bankmed logo, a user greeting 'Welcome Etomjithnokif', a 'LOG OUT' button, and a search icon. Below the navigation bar are links for HOME, CLAIMS, DOCTOR VISITS, FIND A DOCUMENT, MANAGE YOUR PLAN, and YOUR DETAILS. The main content area is titled 'Medical and provider search' and includes two links: 'Download the Bankmed Wellness Network list here.' and 'To search for available Pharmacy Networks for 2017, click here.' The search form is divided into two sections: '1. Who or what' and '2. Where'. Section 1 has a text input field for 'Name or type of provider' with a dropdown menu showing 'Name or type of provider' and instructions: 'Start typing the name, category or type of provider you wish to find. Select the provider from the list of suggestions, or choose a category of provider.' There is a 'next' button below the dropdown. Section 2 has a text input field for 'Search within area' and a 'search' button. A 'State this' button is located at the bottom right of the form area.



Step two

Welcome Etonjdlinnokf [LOG OUT](#)

Bankmed
Yours in good health

HOME CLAIMS DOCTOR VISITS FIND A DOCUMENT MANAGE YOUR PLAN YOUR DETAILS

Home / Doctor visits / Give your doctor consent / Find a healthcare professional

Medical and provider search

Download the [Bankmed Wellness Network](#) list here.

To search for available Pharmacy Networks for 2017, [click here](#).

1. Who or what

Name or type of provider

- Person
- MRS ANBBDFMCFBB GRBBDFMCFBB
Psychometry
- MRS SEBBGKGMJDKG MOBBGKGMJDKG
Psychometry
- DR SIBMDBBBJLF ABBMDBBBJLF
General Medical Practice
- DR FABBBFMCFL ABBBBFMCFL
General Medical Practice
- DR NOBBHJUBJUBMFM ABBBHJUBJUBMFM

2. Where

Search within area

OR

Welcome Etonjdlinnokf [LOG OUT](#)

Bankmed
Yours in good health

HOME CLAIMS DOCTOR VISITS FIND A DOCUMENT MANAGE YOUR PLAN YOUR DETAILS

Home / Doctor visits / Give your doctor consent / Find a healthcare professional

Medical and provider search

Download the [Bankmed Wellness Network](#) list here.

To search for available Pharmacy Networks for 2017, [click here](#).

1. Who or what

Name or type of provider

or choose a category of provider:

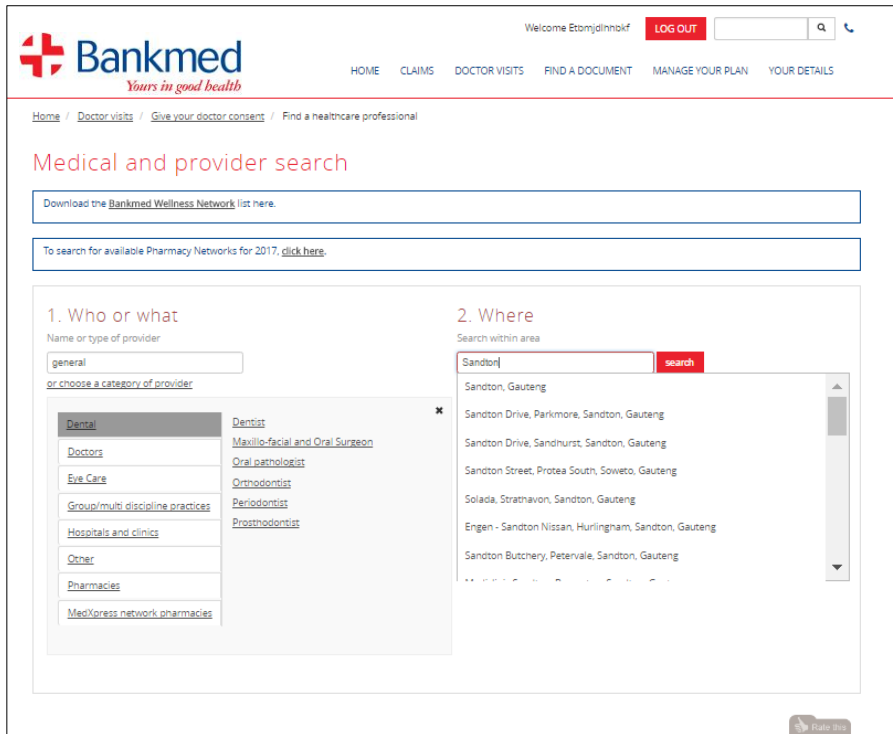
- Dental
 - Dentist
 - Maxillo-facial and Oral Surgeon
 - Oral pathologist
 - Orthodontist
 - Periodontist
 - Prosthodontist
- Doctors
- Eye Care
- Group/multi discipline practices
- Hospitals and clinics
- Other
- Pharmacies
- MediXpress network pharmacies

2. Where

Search within area



Step three



The screenshot shows the Bankmed website's 'Medical and provider search' page. At the top, there is a navigation bar with the Bankmed logo, the tagline 'Yours in good health', and links for HOME, CLAIMS, DOCTOR VISITS, FIND A DOCUMENT, MANAGE YOUR PLAN, and YOUR DETAILS. A user is logged in as 'Welcome Etomjainhok' with a 'LOG OUT' button and a search icon. Below the navigation bar, there are two links: 'Download the Bankmed Wellness Network list here.' and 'To search for available Pharmacy Networks for 2017, click here.' The main search area is divided into two sections: '1. Who or what' and '2. Where'. In the 'Who or what' section, there is a text input field containing 'general' and a dropdown menu for 'or choose a category of provider'. The dropdown menu is open, showing a list of categories: Dental, Doctors, Eye Care, Group/multi discipline practices, Hospitals and clinics, Other, Pharmacies, and MedKross network pharmacies. The 'Dental' category is selected, and a sub-menu is open showing: Dentist, Maxillo-facial and Oral Surgeon, Oral pathologist, Orthodontist, Periodontist, and Prosthodontist. In the '2. Where' section, there is a text input field containing 'Sandton' and a 'search' button. Below the search button, a list of search results is displayed, including: Sandton, Gauteng; Sandton Drive, Parkmore, Sandton, Gauteng; Sandton Drive, Sandhurst, Sandton, Gauteng; Sandton Street, Protea South, Soweto, Gauteng; Solada, Strathavon, Sandton, Gauteng; Engen - Sandton Nissan, Hurlingham, Sandton, Gauteng; and Sandton Butchery, Peterville, Sandton, Gauteng.

Understanding the information you obtain from the map view

- The colour of the pin represents how we will cover the specific Healthcare Professional on your chosen Plan
- Should you click on the pin, the information for the specific Healthcare Professional will be highlighted on the map
- There may be more than one Healthcare Professional should they form part of a group practice
- Similarly, should you click on a Healthcare Professional's details on the left, the corresponding pin on the map will be highlighted.
- You can scroll to different areas of the map and zoom in on an area by using your mouse

Complaints process

You may lodge a complaint or query with Bankmed Medical Scheme directly on 0800 BANKMED (0800 226 5633) or address a complaint in writing directly to the Principal Officer. Should your complaint remain unresolved, you may lodge a formal dispute by following Bankmed Medical Scheme's internal disputes process.

Members, who wish to approach the Council for Medical Schemes for assistance, may do so in writing to: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 or via e-mail at complaints@medicalschemes.com. Customer Care Centre: 0861 123 267/website www.medicalschemes.com

