



## 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](http://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](http://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 you are looking for. To make your selection easier, simply start typing the name of the suburb in the suburb field. You will immediately obtain options from which to choose.

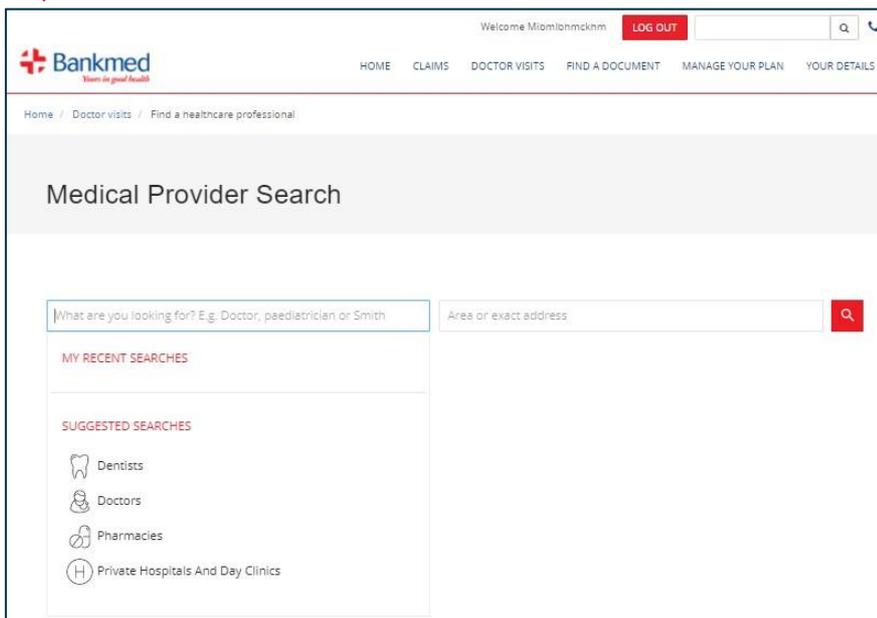
As soon as you have completed all fields and clicked on *Search*, the search will bring up a list of Healthcare Professionals, their contact details and how they are covered.

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's 'Medical Provider Search' page. At the top, there is a navigation bar with the Bankmed logo and the tagline 'Yours in good health'. The navigation menu includes 'HOME', 'CLAIMS', 'DOCTOR VISITS', 'FIND A DOCUMENT', 'MANAGE YOUR PLAN', and 'YOUR DETAILS'. A user is logged in, indicated by 'Welcome Miamlanmcknm' and a 'LOG OUT' button. Below the navigation, the page title is 'Medical Provider Search'. There are two search input fields: 'What are you looking for? E.g. Doctor, paediatrician or Smith' and 'Area or exact address'. Below the search fields, there are sections for 'MY RECENT SEARCHES' and 'SUGGESTED SEARCHES'. The suggested searches list 'Dentists', 'Doctors', 'Pharmacies', and 'Private Hospitals And Day Clinics' with corresponding icons.



## Step two

Welcome Mibimbhckhm [LOG OUT](#)

[HOME](#) [CLAIMS](#) [DOCTOR VISITS](#) [FIND A DOCUMENT](#) [MANAGE YOUR PLAN](#) [YOUR DETAILS](#)

Home / Doctor visits / Find a healthcare professional

### Medical Provider Search

Filter your results: [COVER](#) [CARE PROGRAMMES](#) [SPECIALISATION](#)

- 
**MTHATHA GENERAL HOSPITAL** | PUBLIC/PROVINCIAL HOSPITALS  
 MTHATHA, MTHATHA · 0475292888  
Partial/no cover
- 
**MACLEAR GENERAL HOSPITAL** | PRIVATE HOSPITALS - STATUS A  
 MACLEAR, MACLEAR · 0455292888  
Partial/no cover
- 
**MATJEKANE M P - MANDALAY** | GENERAL MEDICAL PRACTITIONER  
 MANDALAY, MITCHELLS PLAIN · 0215292888  
Full network cover for ✓ CDL Consultation ✓ Premier Plus



OR

Welcome Mibimbhckhm [LOG OUT](#)

[HOME](#) [CLAIMS](#) [DOCTOR VISITS](#) [FIND A DOCUMENT](#) [MANAGE YOUR PLAN](#) [YOUR DETAILS](#)

Home / Doctor visits / Find a healthcare professional

### Medical Provider Search

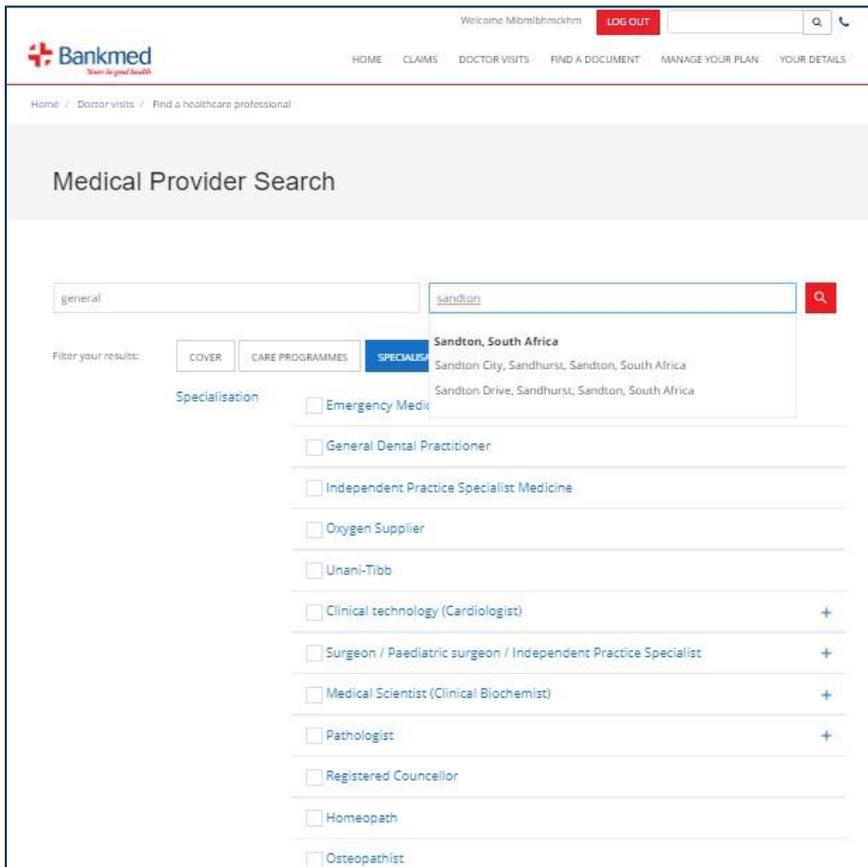
Filter your results: [COVER](#) [CARE PROGRAMMES](#) [SPECIALISATION](#)

Specialisation

- Emergency Medicine Independent Practice Specialist
- General Dental Practitioner
- Independent Practice Specialist Medicine
- Oxygen Supplier
- Unani-Tibb
- Clinical technology (Cardiologist) +
- Surgeon / Paediatric surgeon / Independent Practice Specialist +
- Medical Scientist (Clinical Biochemist) +
- Pathologist +
- Registered Counsellor
- Homeopath
- Osteopathist



### Step three



### 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 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'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.co.za](mailto:complaints@medicalschemes.co.za). Customer Care Centre: 0861 123 267/ website [www.medicalschemes.co.za](http://www.medicalschemes.co.za).

