



Discovery
Med **X**PRESS

Your medicine
AWAITS

Good health
can change the world

There's never been a better way to get your monthly medicine

With Discovery MedXpress you do not have to wait in queues at the pharmacy to get your prescribed monthly medicine. You can get your medicine delivered to your door at no extra cost or you can choose to collect it from your nearest participating pharmacy.

MedXpress is the designated service provider for all approved chronic medicine for Discovery Health Medical Scheme members on Core and Delta plans, and HIV medicine for members on all plans. This means that you must use MedXpress in order to avoid the 20% co-payment for your approved chronic and HIV medicine.

The advantages of using Discovery MedXpress

- **It is quick and convenient** - you only need a valid prescription from your treating doctor.
- **Free delivery to your door anywhere in South Africa**, or you can collect your medicine at a participating pharmacy.
- **You will have full cover with no co-payments** for medicine on the Discovery Health medicine list.
- **You will get advice and updates** on any changes that affect your cover for chronic medicine.
- **Reorder your chronic medicine when it's convenient for you** – using the Discovery app, by SMS or online at www.discovery.co.za.

When you will get your medicine

For delivery, your chronic medicine will be delivered to you within 72 hours (three workdays) in metropolitan areas and within five days in outlying areas.

Orders for collection will be ready within three business hours after we receive the prescription (if you place the order before 15:00). This may be longer (up to six hours) if there is a delay due primarily to stock issues.



The steps to follow to place your new order for medicine delivery

Follow these easy steps to register for MedXpress to have your medicine delivered:

1. Send your prescription by email at medxpress@discovery.co.za, upload it on the website under "Order medicine using MedXpress", upload it using the Discovery app, or fax on 011 539 1020. Write "MedXpress" and your medical aid membership number on the prescription. We will send you a confirmation SMS when we receive your prescription, asking you to call us to place your order.
2. Place your order by calling us after you receive the confirmation SMS from us. The SMS will be sent approximately two hours after you fax or email the prescription to us.

If your prescription contains schedule 5, 6 and 7

We need the original prescription to process the order for all schedule 6 and 7 medicines, and the second fill of schedule 5 medicine. You can send this to Discovery MedXpress by registered mail or hand it directly to us at the walk-in centres at our offices. If you choose to collect your medicines through the in-store collect service, you can hand in the original prescription at the respective store when you collect your first order.

Follow these steps to place your new order for medicine in-store collection

Orders placed for collection will be ready within three business hours after we receive the prescription. This may be longer (up to six hours) if there is a delay due primarily to stock issues.

1. Send your prescription by uploading it on www.discovery.co.za/neworder, email at medxpresscollect@discovery.co.za or upload it using the Discovery app.
2. You must choose a preferred pharmacy from the list.
3. We will send you an SMS when we receive the prescription. You need to call us at this stage if there is a co-payment, to facilitate the payment on the phone.
4. We will send an SMS with a reference number to confirm your order is ready for collection at your chosen pharmacy.
5. Collection times will be dependent on operating hours of the particular pharmacy.
6. Your order will be ready for collection within three hours (or six hours if there is a delay due primarily to stock issues).
7. This service is available Monday – Friday within business hours (08:00 to 17:00). Orders placed after 15:00 on a Friday will only be ready for collection on a Saturday morning.
8. For first-time orders, you must hand the pharmacist your original prescription when you collect your medicine.

Use these convenient reorder methods for your repeat orders

With these convenient reorder methods, there is no need to call for reorders, you can do it yourself whenever it is convenient for you!

Simple MedXpress reorder tools are available on www.discovery.co.za and through the [Discovery app](#) available for Android and Apple devices.

You can also use the MedXpress SMS reorder service, another convenient method that makes it even easier for you to reorder your monthly chronic medicine.



About the SMS reorder service

You will receive an SMS advising you that your previous order was placed 24 days ago and if you want the same order to be placed in the next month, you need to reply with 'Yes' or 'No'. When you reply with a 'Yes', MedXpress will automatically place an order with the same medicines from the month before. The order will include the exact same dosages and will be processed and delivered the same way as when you contacted MedXpress directly or placed an online order.

There are instances when you won't be able to use the SMS reorder service:

- **When there is a change in the delivery address or the quantity or types of medicine to be ordered.** In this case, it is advisable to rather contact us directly so that MedXpress can make the changes for that particular month.
- **When a medicine order or part thereof is paid from your Medical Savings Account and there are no funds available.** We will only send a reminder SMS for you to contact Discovery MedXpress to place your order. You can log into the website or Discovery app to place your order and settle your co-pay.
- **When a medicine order has a co-payment that must be collected.** When your medicine is covered only up to a Chronic Drug Amount, a MedXpress consultant will advise you about cheaper generics or formulary alternatives that may reduce or avoid a co-payment.

Only prescribed medicine is available through MedXpress

Unfortunately, over-the-counter or pharmacist-advised medicine is not available through MedXpress.

MedXpress call centre operating hours

The Discovery MedXpress call centre is available Monday to Friday within business hours, 8:00 to 17:00.

Contact us for any queries or assistance

If you have any questions about Discovery MedXpress, please call us on 0860 99 88 77, email us at healthinfo@discovery.co.za or visit www.discovery.co.za.

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