Discovery MedXpress

Have your monthly meds delivered to your door.
There’s never been a better way to get your monthly medicine

Discovery MedXpress makes it easier to get your monthly medicine. You do not have to wait in queues at the pharmacy to collect your prescribed medicine – you can get your medicine delivered to your door at no extra cost with MedXpress.

Enjoy these advantages of using Discovery MedXpress

- It is quick and convenient. All you need is a valid prescription and to make a phone call.
- Free delivery to your door, anywhere in South Africa.
- 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.
- You can avoid unnecessary shortfalls or co-payments on medicines.
- MedXpress offers an SMS reorder service for chronic medicine.

You will get your chronic medicine within three work days

Chronic medicine is repeatable medicine for which the prescription contains repeats, and you can reorder it. Repeatable medicine orders will be delivered within three work days.

You will get advice and the best price from MedXpress

Discovery MedXpress will tell you about the possible effects if your chronic medicine changes. The dispensing charges will always be at, or less than, the Scheme Rate for medicines to help you avoid unnecessary shortfalls or co-payments.

Discovery MedXpress now offers convenient reorder methods

It is now even easier for you to order your monthly chronic medicine. There is no need to call in to the call centre for reorders, you can do it yourself whenever it is convenient for you!

Simple MedXpress reorder tools are available on Discovery’s website and through the Discovery app available for smartphones and iPads.

We also recently launched the MedXpress SMS reorder service, another convenient method that makes it even easier for you to reorder your monthly chronic medicine.

Place your new order for medicine

Register for MedXpress in these easy steps:

**Step 1** – Send your prescription to us. Email it to medxpress@discovery.co.za or fax it to us at 011 539 1020. Write “MedXpress” and your membership number on the prescription.

**Step 2** – Place your order by calling us after you receive the confirmation SMS from us to confirm we have received your prescription. The SMS will be sent approximately two hours after you fax or email the prescription to us.
It’s that easy!

Schedule 5, 6 and 7 medicine
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.

Once registered you can re-order repeat prescriptions on the web or call every month to confirm. When your prescription expires you will need to send us your new prescription and call us again to confirm your order.

About the SMS reorder service
Through the service, you will receive an SMS advising you that your previous order was placed 23 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 order online.

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.
- **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 is available to advise you about cheaper generics or formulary alternatives that may reduce or avoid a co-payment.

You can order acute medicine through MedXpress if you stay in certain areas
Acute medicine is any medicine taken once-off where the prescription does not contain repeats. The acute medicine ordering service is currently only available in the Johannesburg, Pretoria and Cape Town metropolitan areas.

Please call MedXpress on 0860 99 88 77 to confirm if your preferred delivery address is serviced by MedXpress. Acute (or once-off medicine) orders in these areas can be delivered within one work day.

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

Contact us for any queries or assistance
If you have any questions about Discovery MedXpress, please call us on 0860 99 88 77 (select options 1 and 4), email us at medxpressquery@discovery.co.za or visit www.discovery.co.za.