

Discovery
Med **X**PRESS

Your medicine
AWAITS

 **Discovery
Health**

Good health
can change the world

Discovery MedXpress

2018

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

Discovery MedXpress is a convenient medicine ordering service. You can get your monthly chronic medicines delivered to your door or collect your medicine in-store at a participating pharmacy at no extra cost to you. Using Discovery MedXpress or a MedXpress network pharmacy will ensure you get favourable rates for your approved chronic medicine.

MedXpress is the designated service provider for all approved chronic medicine for Discovery Health Medical Scheme members on **Core and Delta plans**. This means that if you are on one of the plans, you must use MedXpress or a MedXpress network pharmacy in order to avoid the 20% co-payment for your approved chronic medicine.

Medical scheme members on chronic medicine for HIV may also make use of the MedXpress delivery or in-store collect service without any additional co-payment.

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

The benefits of using Discovery MedXpress

- You have **full cover** with no co-payments for medicine on our medicine list
- It is **quick** and **convenient**
- Delivery is **free** anywhere in South Africa
- You can **pre-order and collect** from the collections desk at participating pharmacies. (All Dis-Chem pharmacies and Clicks pharmacies)
- You receive **advice** and **updates**
- You can reorder your chronic medicine when it's convenient for you by using a range of our **self-service re-order methods**: Discovery website, mobile app and SMS
- You can **walk-in and fill your script without pre-ordering** your medicine at any MedXpress network pharmacy.

You have a choice in how you want to receive your medicine

With MedXpress, you can choose to get your medicine in one of the following ways:

- Order and get delivery to your door
- Order through Discovery MedXpress and collect a ready packaged medicine order in-store (Di-Chem and Clicks)
- Walk-in and fill your script in store without pre-ordering beforehand at a qualifying MedXpress network pharmacy.

Order and get delivery to your door

Follow these easy steps to have your medicine delivered to you:

1. Send us your prescription

Send your prescription to us in one of the following ways:

- Upload it on the website under “Order medicine using MedXpress”
- Upload it using the Discovery app
- Email it to medxpress@discovery.co.za (If you use this option, please write “**MedXpress**” and your medical aid membership number on your prescription)
- Fax it to 011 539 1020.

We will send you a confirmation SMS when we receive and capture your prescription. The SMS will be sent approximately two hours after you send your prescription to us.

2. Place your order

When you choose for your order to be delivered, you will need to call MedXpress on 0860 99 88 77 to confirm your order after you receive the confirmation SMS advising that your prescription has been captured.

The agent will confirm your details, discuss generic substitution options with you and will collect any co-payments on your order.

You will receive an SMS when MedXpress dispatches your order and your medicine will be delivered to you within **72 hours (three workdays)** in metropolitan areas and within **five working days in outlying areas**.

If your prescription contains schedule 5, 6 and 7 medicine

If you have ordered medicine which is a higher schedule item, MedXpress will need your **original prescription** to process the order.

For your convenience, if you have chosen in-store collect, you may hand in your original script when collecting your first order.

If you have chosen to have your order delivered, you can send it to us in one of the following ways:

- Registered mail: P.O. Box 650866, Benmore, 2196.
- Hand it in at any of our walk in centres:

Location	Address	Telephone number
Sandton	16 Fredman Drive	011 529 2360
	155 West Street	
	3 Alice Lane	
Cape Town	Knowledge Park, Heron Crescent, Century City	021 527 1367
Durban	41 Imvubu Park Place, River Horse Valley Business Estate	031 576 7120
Member lounge Life Fourways Hospital	Corner of Cedar road and Cedar avenue west, Fourways, Johannesburg	011 875 1000

Remember to write “MedXpress” and your medical scheme membership number on your prescription.

Order and collect in-store

If you prefer to visit your pharmacy, you can use the order and collect service. Your medicine will be ready for collection the same day, 3 to 6 hours after placing the order if it is placed before 15:00 on a working day.

This is a convenient way to pre-order your repeatable medicine prescription and collect it at your selected pharmacy.

You can order and collect your medicine at *any Dis-Chem or Clicks pharmacy*.

Follow these easy steps to order your medicine for collection:

1. Send us your prescription

Send your prescription to us in one of the following ways:

- Upload it on the website under “Order medicine using MedXpress”
- Upload it using the Discovery app
- Email it to medxpress@discovery.co.za (If you use this option, please write “**MedXpress**” and your medical aid membership number on your prescription).

If you want generic medicines, you will need to give your consent on the website or via the app, by checking the applicable tick box.

2. Choose a pharmacy from the list

Select the pharmacy you would like to collect your medicine from (any Dis-Chem or Clicks pharmacy).

3. SMS confirmation

- You will receive an SMS confirming we have received your request
- Where a co-payment is necessary, you will be prompted to settle it online through our digital wallet system. Your order will be pending until you have logged on and facilitated the online payment using either a credit card or a once-off debit on your preferred bank account
- You will then receive an SMS with a reference number to confirm your order is ready for collection at your chosen pharmacy.

4. Collection

- Your order will be ready for collection within **3 hours** (or 6 hours if there is a delay due primarily to stock issues). Collection times will be dependent on operating hours of the particular pharmacy
- 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
- Hand the pharmacy your original prescription when you collect your medicine there for the first time.

Walk-in and fill your script

We want you to always have easy and convenient access to your medicine. This is why MedXpress has introduced a “walk-in” option where you can now walk into any MedXpress network pharmacy, hand in your script and get your medicine **without pre-ordering beforehand**.

The walk-in option is available at many independent and corporate pharmacies. You can use the MaPs tool on the website to find a qualifying MedXpress network pharmacy near you.

Reorder methods for repeat orders

There is no need to call us to reorder your repeat medicine, you can reorder on the [website](#) under “Order medicine using MedXpress”, through the [Discovery app](#) or use the MedXpress [SMS reorder service](#).

About the SMS reorder service

You will receive an SMS reorder invite from MedXpress advising you that your previous order was placed 26 days ago and if you want the same order to be placed in the next month, you can reply with ‘Yes’.

When you reply with a ‘Yes’, MedXpress will automatically place an order with the same medicines from the month before. The order will be processed in the same way as the previous month. It will be either delivered or ready to collect as per the month prior. Please note that free SMS’s do not apply.

When your medicine order has a co-payment

- You will receive an SMS reorder invite with an approximate co-payment value (the same value as your last order)
- If you would like to refill your prescription, you may reply ‘Yes’
- You will receive a subsequent SMS once your order has been processed. This SMS will confirm the co-payment value that will be deducted from your nominated bank account, saved from your initial interaction with MedXpress.

Important to remember

The SMS reorder functionality will not be available in the following circumstances:

- There is a change in your delivery address,
- You would like to collect your medicine from a different store
- The quantity or type of medicine to be ordered has changed.

In these instances, you can use the web reorder facility on the Discovery website, the Discovery mobile app or call MedXpress to reorder your medicine.

Contact us for any queries or assistance

If you have any questions about Discovery MedXpress, or need any assistance, please contact us:

- **Email:** healthinfo@discovery.co.za
- **Visit:** www.discovery.co.za
- **Call:** 0860 99 88 77 (The MedXpress call centre is available Monday to Friday from 08:00 to 17:00).