

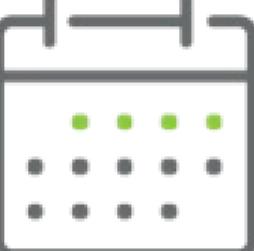
## Hospital authorisations

All hospital admissions must be pre-authorised by Medihelp at least five workdays before the planned admission date.

### Where can you authorise admissions?

	<b>Online on the Member Zone</b>
	or the <b>member app</b> .
	You can also <b>call 086 0200 678</b> <b>Mondays to Thursdays from 07:30 to 16:00</b> <b>Fridays from 08:00 to 16:00</b>
	or email <a href="mailto:hospitalauth@medihelp.co.za">hospitalauth@medihelp.co.za</a> .

### When should you authorise admissions?

	Pre-authorise <b>planned admissions</b> well in advance – at least <b>five workdays before the admission date</b> – to ensure a smooth process. Authorise <b>emergency admissions</b> on the <b>first day following admission</b> .
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### When can you expect feedback?

	Please allow <b>five days</b> for feedback via <b>email</b> from the Hospital Authorisation team.
	Advisers and members can <b>follow up</b> by <b>phone</b> or <b>email</b> . To <b>prevent duplication</b> , please use only <b>one method</b> .

### What about specialist referrals?

	For specialist referrals, please email <a href="mailto:referral@medihelp.co.za">referral@medihelp.co.za</a> .
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If you have any enquiries, please phone us on 012 336 9099/9199 or email [brokers@medihelp.co.za](mailto:brokers@medihelp.co.za).

Kind regards

**Your Adviser Support team**