

# How to get Hospital Authorisation In a non-emergency:

## Step 1

Make sure you have all the necessary information ready when you apply for authorisation (in this case pre-authorisation).

This includes:

- Your membership number
- Name and date of birth of the patient
- Your contact details
- Date of admission and the proposed date of the operation or procedure
- Reason for admission and applicable procedure codes
- Name of the doctor and his/her telephone and practice numbers, if available
- Name of the hospital, telephone and practice number, if available.

## Step 2

Phone 0861 497 497 or send an email to [hospital@spectramed.co.za](mailto:hospital@spectramed.co.za)

## Step 3

Please note that it takes 48 hours to process the authorisation. Appropriate time is needed to finalise non-declaration checks, and that is why 48 hours is the standard waiting time.

## Step 4

The authorisation confirmation, when approved, will be sent to you via SMS/email/ fax.



# How to get Hospital Authorisation In an emergency:

If you have to be admitted to hospital in an emergency, you can go to hospital without getting authorisation beforehand. Just make sure to get authorisation for your hospital admission as soon as possible (within 48 hours after the admission).

## Step 1

When applying for authorisation (in this case post-authorisation), please ensure you have all the necessary information ready, such as:

- Your membership number
- Name and date of birth of the patient
- Your contact details
- Date of admission and the date of the operation or procedure
- Reason for admission and applicable procedure codes
- Name of the doctor and his/her telephone and practice numbers, if available
- Name of the hospital, telephone and practice number, if available.

## Step 2

Phone 0861 497 497 or send an email to [hospital@spectramed.co.za](mailto:hospital@spectramed.co.za)

## Step 3

The authorisation confirmation, when approved, will be sent to you via SMS/email/ fax.

