

REGISTER WITH PHARMACY DIRECT

2026



Pharmacy Direct remains the Designated Service Provider (DSP) for chronic medicine on certain options (Standard Select, BonSave, BonFit, BonEssential, BonEssential Select, Hospital Standard, BonStart and BonStart Plus). Members will incur a 30% co-payment if chronic medicine is dispensed by any other service provider.

Members on BonComprehensive, BonClassic, BonComplete and Standard can use any Bonitas network pharmacy as well as Pharmacy Direct for their chronic medicine.

Pharmacy Direct will deliver your medicine to your home, work address or your doctor's rooms. If your medicine is declined or if further information is required to assess your request, this will be communicated to you and your treating doctor.

Please note: You first need to register for the chronic medicine benefit before you can register with Pharmacy Direct.

HOW TO REGISTER WITH PHARMACY DIRECT

1

Apply for the chronic medicine benefit

Ensure you have applied for the chronic medicine benefit and have a valid prescription before registering with Pharmacy Direct.

2

Register with Pharmacy Direct

Visit www.pharmacydirect.co.za to apply and submit your prescription online. Alternatively, call 086 002 7800 or email care@pharmacydirect.co.za to request a form. Complete the form and email it along with your prescription to care@pharmacydirect.co.za. Your prescription must include: Medical aid number, dependant code, contact number and delivery address.

3

Keep your prescription updated

Prescriptions are valid for six months. Submit a new prescription at least 10 days before expiry. Pharmacy Direct will notify you via SMS when a new prescription is needed.

MEDICINE DELIVERY

Medicine is automatically dispensed on a 28-day cycle and delivered to your home, work, or doctor's rooms.

ENSURE YOU DON'T HAVE ANY OUTSTANDING MEDICINE CO-PAYMENTS

If you have any outstanding accounts with Pharmacy Direct, medicine that attracts a co-payment may be excluded. Please contact Pharmacy Direct on the contact details below to resolve any such issues and ensure that you continue to receive your medicine. Always use your Bonitas membership number as the reference number when making a payment to Pharmacy Direct.

DETAILS FOR PHARMACY DIRECT



Call: 086 002 7800



Website: www.pharmacydirect.co.za



Email: care@pharmacydirect.co.za



WhatsApp: 060 070 2491 (Type 'Hi' to start a session)