

**BY ORDER OF THE  
INSTALLATION COMMANDER**



**CHARLESTON AIR FORCE BASE  
INSTRUCTION 40-2**

**26 AUGUST 2003**

**Medical Command**

**HEALTHCARE CONSUMERS COUNCIL**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This regulation establishes the Charleston AFB Healthcare Consumers Council and outlines its membership and functions. It applies to all members of the beneficiary population served by the 437th Medical Group. It implements AFI 34-103, *Air Force Consumer Affairs Program*.

**SUMMARY OF REVISIONS**

The following changes have been made: The name of the council has been changed to reflect the new name. **A bar ( | ) indicates a change since the last edition.**

**1. Purpose:** The Healthcare Consumers Council (HCC) is established to represent all Charleston AFB and area consumers eligible for medical and dental services. The purposes of the council are to:

- 1.1. Carry out AFI 34-103, Air Force Consumer Affairs Program.
- 1.2. Provide an effective forum to clarify medical policies and practices.
- 1.3. Establish the communications between the medical group and the different patient communities it services.
- 1.4. Obtain recommendations and suggestions relating to accessibility and improvement of services provided.
- 1.5. Serve as a forum for presenting medical issues concerning the medical group and the beneficiaries served.

**2. Responsibilities:**

- 2.1. The Commander, 437th Medical Group, will manage the HCC program, schedule and chair meetings, prepare and distribute meeting minutes, take action as appropriate on matters presented, and

make every effort to ensure that members are aware of any results that are achieved from their input into the HCC. Additionally, an e-mail group for all representatives will be established and maintained to facilitate the continuous transmission of information.

2.2. Commanders of units identified in paragraph 3.1.1. will ensure that their organizations are represented at the HCC meetings by appointing their first sergeants as unit medical representatives. The unit first sergeant or alternate representative should provide continuity of membership and should be available for and capable of presenting the consumer's viewpoint both during and between scheduled meetings.

2.3. Leaders and members of other groups and organizations are encouraged to attend the HCC meetings.

2.4. Members will attend scheduled meetings or, when unable to do so, will ensure adequate representation be available. Members will develop and appropriately coordinate within their organizations matters to include in the HCC agenda. Members will report information received at the council meetings to their respective organizations.

**3. Membership:** Organizations listed are selected to provide the broadest representation of the beneficiary population. Both members and observers participate in discussion, suggest items for the agenda, and explain beneficiary viewpoints to the medical group executive management during scheduled meetings or when the situation dictates.

3.1. Active Duty Membership:

- 3.1.1. First Sergeants from all squadrons and tenant activities at Charleston AFB
- 3.1.2. Wing Command Chief Master Sergeant
- 3.1.3. Medical Group Commander
- 3.1.4. Medical Operations Squadron Commander
- 3.1.5. Aeromedical/Dental Squadron Commander
- 3.1.6. Medical Support Squadron Commander
- 3.1.7. SGH, Chief of Medical Staff
- 3.1.8. SGD, Dental Advisor
- 3.1.9. TRICARE Flight Commander
- 3.1.10. Chief of Pharmacy
- 3.1.11. Superintendent, Medical Group
- 3.1.12. Superintendent, Medical Operations Squadron
- 3.1.13. Superintendent, Aeromedical/Dental Squadron
- 3.1.14. Superintendent, Medical Support Squadron
- 3.1.15. Health Benefits Advisor
- 3.1.16. Health Promotions Coordinator
- 3.1.17. Patient Relations Monitor

3.2. Invited Patient Population Membership:

- 3.2.1. Officer's Spouses Association
- 3.2.2. Enlisted Spouses Association
- 3.2.3. Red Cross
- 3.2.4. Retiree Activities Office
- 3.2.5. Company Grade Officer's Council
- 3.2.6. Enlisted Advisory Council
- 3.2.7. All eligible beneficiaries

**4. Meetings:** The HCC will meet at least quarterly. The meeting locations will alternate between the medical group and Naval Hospital Charleston. Minutes will be maintained and distributed to all members and Charleston AFB units.

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Commander