



UNITED STATES MARINE CORPS  
MARINE CORPS BASE  
QUANTICO, VIRGINIA 22134-5001

MCBO 5420.2B  
B 103  
23 Dec 04

MARINE CORPS BASE ORDER 5420.2B

From: Commander  
To: Distribution List  
Subj: HEALTH CARE CONSUMER COUNCIL  
Ref: (a) BUMEDINST 6300.10 (NOTAL)

1. Purpose. To promulgate the policies of the Health Care Consumer Council at MCB Quantico and to provide guidelines governing the council's duties and responsibilities per the reference.
2. Cancellation. MCBO 5420.2A.
3. Summary of Revision. This revision contains significant changes and should be reviewed in its entirety.
4. Background. A constant need exists for the integration of ideas, knowledge, and experience provided by both health care providers and consumers. In the TRICARE environment, more emphasis has been placed on the involvement of our consumers. It is now recognized that when policies are based on input from both consumers and providers, policies are more sound and generally serve to enhance the delivery of quality health care. It is the policy of the Comdr MCB, that consumer involvement be emphasized. One mechanism designed to implement this policy is the Health Care Consumer Council.
5. Information
  - a. Membership
    - (1) The council will consist of the following members:
      - (a) Chairperson (Comdr MCB)
      - (b) CO, Naval Medical Clinic (Health Care Advisor)
      - (c) Representative, Personal Services
      - (d) Representative, Command Chaplain's Office
      - (e) Representative, Marine Corps Air Facility
      - (f) Representative, Security Battalion

- (g) Representative, Marine Security Guard Battalion
- (h) Representative, Headquarters and Service Battalion
- (i) Representative, Weapons Training Battalion
- (j) Representative, Officer Candidates School
- (k) Representative, The Basic School
- (l) Representative, Marine Corps Systems Command
- (m) Representative, Public Affairs Office
- (n) Representative, Manpower and Reserve Affairs Division
- (o) Other representative as deemed appropriate by the Chairperson.

(2) Family members and retirees may be invited to attend but shall not serve as representatives and/or committee members.

b. Functions. The objectives of the council are provided as follows:

(1) To provide a means of communication for the transmittal of information, suggestions, an expressed concerns of the Navy and Marine Corps community about health care services.

(2) To improve consumer health education and information services.

(3) To provide a means of conveying concerns regarding health entitlements, benefits, and related charges.

(4) To provide plans and recommendations for the implementation of new or projected services to meet the needs of the consumer.

6. Action. The council shall meet at least quarterly, or at the call of the Chairperson, and shall maintain adequate documentation in the form of minutes. Documentation shall include discussions on substantial issues and resolutions and committee recommendations. Noted individuals and their responsibilities are provided as follows:

a. Commanding Officers, Division Directors, and Activity Heads

(1) Submit names and telephone numbers of representatives to the Comdr MCB, and submit changes as necessary. Additionally, provide a copy to the Health Care Advisor (B 103).

(2) Use the council, via their representative, to raise issues pertaining to health care concerns.

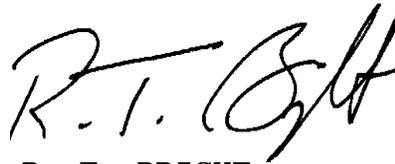
b. Health Care Advisor

(1) Establish direct liaison with private organizations and invite participation.

(2) Announce quarterly meetings and contact council members to participate.

(3) Submit minutes of each meeting to the Comdr MCB, and council members within 10 working days following each meeting.

7. Applicability. This order is applicable to all MCCDC, MCB, and tenant activities.



R. T. BRIGHT  
Chief of Staff

DISTRIBUTION: A