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Salesforce Health Cloud Accredited Professional Sample Questions (Q20-Q25):

NEW QUESTION # 20
Bloomington Caregivers would like to share patient medication information with an external pharmacy as soon as it is updated in Bloomington Caregivers' Health Cloud system. It would also like to receive an immediate confirmation about any medication Interactions from the pharmacy.
Which two Integration patterns should a consultant recommend?
Choose 2 answers

- A. Industries ETL
- B. OmniStudio Integration Procedure
- C. Apex HTTP Callout
- D. Platform Event

Answer: C,D

Explanation:

The requirement is:

Push patient medication updates to an external pharmacy immediately → This is an event-driven use case.

Receive immediate confirmation about medication interactions from the pharmacy → This requires a synchronous call/response pattern.

The correct integration patterns are:

A . Platform Event

Best for real-time, event-driven notifications when medication information is updated in Health Cloud.

Ensures the pharmacy receives updates as soon as they occur.

D . Apex HTTP Callout

Supports synchronous communication with external systems.

Allows Health Cloud to send a request and receive an immediate confirmation/response about medication interactions from the pharmacy.

Why not the others?

B . Industries ETL - This is for batch, large-volume data movement, not real-time event-driven updates or immediate confirmations.

C . OmniStudio Integration Procedure - Great for orchestrating data retrieval/manipulation across systems, but it's not designed for event-driven updates with confirmation requirements.

Salesforce Health Cloud Reference:

Salesforce Integration Patterns and Practices:

"Use Platform Events for event-driven, near real-time messaging between Salesforce and external systems."

"Use Apex callouts when Salesforce must send a request and wait for an immediate response."

NEW QUESTION # 21

A customer wants to leverage dependent intervention tasks as part of their care coordination solution using Integrated Care Management.

Which feature should a consultant configure to accomplish this task?

- A. Industry Template Library
- B. Action Plan Templates
- C. Intervention Templates
- D. Care Plan Task Templates

Answer: B

Explanation:

* Dependent Intervention Tasks:

Exact Extract:

"Action Plan Templates allow you to define and manage dependent intervention tasks for integrated care management workflows, enabling conditional task sequencing." Reference:

* Other Options:

Industry Template Library: Repository of templates, not task logic.

Intervention Templates and Care Plan Task Templates: Do not provide logic for dependent/conditional tasks within a care plan.

NEW QUESTION # 22

A customer is looking to implement Discovery Framework to manage their intake and clinical assessments.

Which three capabilities should a consultant configure with Health Cloud out-of-the-box to enhance their assessment functionality? Choose 3 answers

- A. SMS Assessment Completion
- B. Adding a QR Code
- C. FHIR Question Bank
- D. Digital Signature Capture
- E. Using Previously Submitted Responses

Answer: C,D,E

Explanation:

Step 1: Understanding the Discovery Framework in Health Cloud

The Discovery Framework in Salesforce Health Cloud is designed to streamline intake and clinical assessments by providing reusable, modular, and compliant tools for healthcare organizations. It enables organizations to collect, store, and reuse responses to

assessment questions efficiently and securely.
Reference:
"Discovery Framework provides a way to design, distribute, and reuse forms and assessments for clinical and non-clinical scenarios. It leverages reusable question banks, digital data capture, and integration with Health Cloud objects." Administer Health Cloud - Assessments and Discovery Framework Step 2: FHIR Question Bank Capability: The use of a FHIR-based Question Bank allows healthcare organizations to standardize questions and reuse them across multiple assessments. This ensures consistency and regulatory compliance in data collection.
Extract:
"The Question Bank leverages the FHIR Questionnaire resource, making it easy to define, store, and reuse question sets for various clinical assessments." Administer Health Cloud - Discovery Framework: Question Bank Step 3: Digital Signature Capture Capability: Digital Signature Capture is supported natively in Health Cloud assessments, ensuring consent, authenticity, and regulatory compliance.
Extract:
"Out-of-the-box support for digital signature capture in assessment forms allows for secure, auditable consent capture, which is often required for clinical or legal compliance." Administer Health Cloud - Discovery Framework Features Step 4: Using Previously Submitted Responses Capability: The ability to use previously submitted responses enhances user experience and speeds up the intake process by pre-populating assessments with earlier responses where relevant.
Extract:
"You can configure assessments to pre-fill questions with responses from prior assessments, supporting both efficiency and patient engagement." Administer Health Cloud - Reuse of Data in Assessments Step 5: Options Not Natively Supported Out-of-the-Box A . Adding a QR Code: Not natively supported in Health Cloud Discovery Framework out-of-the-box for assessments. This would require custom development or external integrations.
B . SMS Assessment Completion: Not supported out-of-the-box; may require integration with Marketing Cloud or external SMS services and customization.
Reference for non-supported features:
"Features such as QR code generation or SMS completion notifications are not available out of the box and would require customizations or integrations." Administer Health Cloud

NEW QUESTION # 23
When accessing a person account record within Health Cloud, the user must have access to the entire account.
What should a consultant do in this scenario, according to Health Cloud implementation best practice?

- A. Set Contacts to Controlled by Parent.
- B. Set Modify All on the Account object at the Profile level.
- C. Set the organization-wide default to Public Read Write for the Account object.
- D. Set Private for the Contact object.

Answer: A

Explanation:
Step-by-Step Explanatio n:
Salesforce Health Cloud Best Practice for Person Accounts Access:
Person Accounts in Salesforce are a combination of an Account and a Contact.
To ensure that access to the person account (patient record) gives access to all data on the record, Salesforce recommends setting the Contact sharing setting to "Controlled by Parent".
This means the sharing and visibility of the Contact (patient details) will follow the sharing settings of the parent Account (the Person Account).
Salesforce Documentation Reference:
"For Person Account sharing and access, set the Contact object sharing setting to Controlled by Parent. This ensures that users with access to the Account (Person Account) also have access to the associated Contact data."
- Reference: Health Cloud Implementation Guide, Sharing and Access
Why Not the Other Options?
A . Set Modify All on the Account object at the Profile level: Too broad; not recommended due to least privilege principle.
C . Set Private for the Contact object: Would prevent access to the Contact, even if user has access to the Account.
D . Set the organization-wide default to Public Read Write for the Account object: Not best practice for healthcare, as it risks overexposing sensitive data.
Reference:
Health Cloud Implementation Guide - Sharing and Access

NEW QUESTION # 24

During a sprint demo, a customer wants to update fields in the UI on the Patient Medication Manager component.

Which two objects is a consultant able to add and/or remove fields from?

Choose 2 answers

- **A. Medication Details**
- **B. Medication Request**
- C. Medication Dispense
- D. Medication Strength

Answer: A,B

Explanation:

The Patient Medication Manager component in Salesforce Health Cloud surfaces data from FHIR-aligned medication objects.

When customers request field updates on this UI component, the consultant can configure fields from the underlying objects.

A . Medication Details → Stores key information about a patient's medications. Fields from this object can be exposed or customized on the Patient Medication Manager.

C . Medication Request → Represents a provider's request or order for a medication. Fields from this object are also available to configure in the Patient Medication Manager.

Together, these two objects form the basis of what's displayed and editable in the Patient Medication Manager.

Why not the others?

B . Medication Dispense - Tracks when and how a medication was dispensed. It is not directly configurable for field-level updates in the Patient Medication Manager component.

D . Medication Strength - Captures clinical details about dosage strength, but it isn't one of the configurable objects in the Patient Medication Manager UI.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Medication Management:

"The Patient Medication Manager component displays information from Medication Details and Medication Request objects. Administrators can add or remove fields from these objects to tailor the component."

NEW QUESTION # 25

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