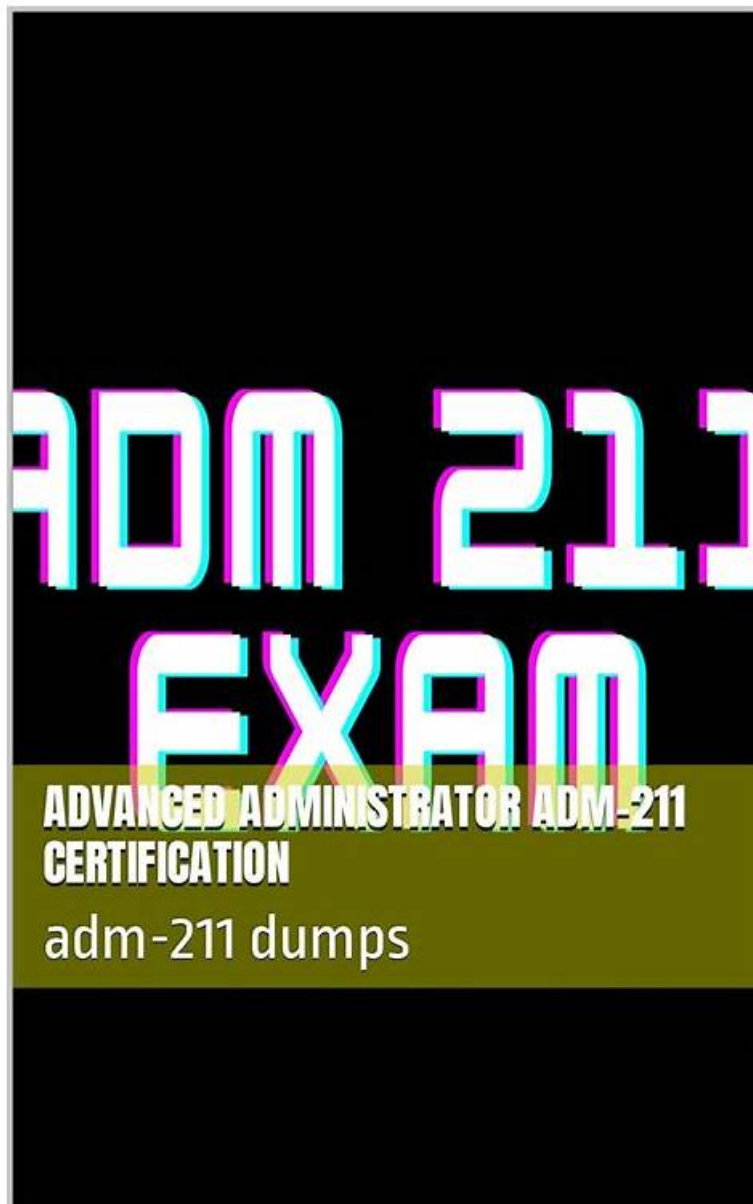


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## Salesforce Health Cloud Accredited Professional Sample Questions (Q110-Q115):

### NEW QUESTION # 110

A payer is looking to optimize the workflow for its call center, which focuses primarily on members calling to check on the status of their prior authorization requests.

How should a consultant conduct discovery to define a workflow for these call center users?

- A. Use work from another project to inform the discovery, then review it with the IT department.
- **B. Identify personas and ask them to walk through a day in their life, taking notes and identifying opportunities for optimization.**
- C. Research industry trends and develop a point of view, then present it to the customer for validation.
- D. Build a proof of concept to present to the client and ask them for feedback.

**Answer: B**

Explanation:

Step 1: Requirement

Define workflow for call center users focused on prior authorization status checks.

Step 2: Best Practice for Workflow Discovery

Discovery should be user-centered, involving direct engagement with actual users (personas).

Observing and documenting their daily processes identifies real pain points and optimization opportunities.

Extract:

"Best practice for workflow discovery is to interview and observe key personas, document their processes, and map opportunities for automation and optimization." Salesforce Architect - Business Process Discovery Other options (industry research, previous projects, or proof of concept) do not provide the necessary user insight for workflow design.

### NEW QUESTION # 111

A provider system wants to leverage Health Cloud to enable its care providers to conduct video visits with their patients to discuss socioeconomic factors that impact their care.

Which capability should a consultant recommend for this use case?

- A. Integrated Care Management
- B. Telehealth
- **C. virtual Care**
- D. Intelligent Appointment Management

**Answer: C**

Explanation:

Video Visits for Social Determinants of Health (SDOH):

Exact Extract:

"Use Virtual Care in Health Cloud to enable video visits between care providers and patients, including for conversations about social and economic factors." Reference:

Other Options:

Telehealth: A generic term; Salesforce feature is specifically named "Virtual Care." Intelligent Appointment Management: Focuses on scheduling, not video.

Integrated Care Management: For care plans and interventions, not video visits.

### NEW QUESTION # 112

Bloomington Caregivers is looking to streamline the user experience for its call center agents. On the patient's record, the company wants the ability to:

Inform agents about changes in information

View basic details about a patient's insurance

Have a complete view of all engagement interactions in one place

Which three components from Contact Center for Health Cloud should a consultant use to achieve this?

- A. Member Plan FlexCard
- B. Record Alerts
- C. Identity Verification
- D. Timeline
- E. Action Launcher

**Answer: A,B,D**

Explanation:

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference Record Alerts:

Notify agents of important or recent changes in patient information.

Extract:

"Use Record Alerts to keep agents informed of changes and critical updates on the patient's record."

- Contact Center for Health Cloud Overview

Timeline:

Provides a single, unified view of all engagement interactions, encounters, and activities with a patient.

Extract:

"Timeline shows a consolidated history of patient interactions and engagement, giving agents a complete view in one place."

- Health Cloud: Enhanced Timeline

Member Plan FlexCard:

Displays key patient insurance information directly on the record page.

Extract:

"The Member Plan FlexCard displays essential details about the patient's insurance coverage for agents."

- OmniStudio: FlexCards

Other Options:

A . Identity Verification: Used for verifying caller identity, not information display.

D . Action Launcher: Launches actions/processes, not for displaying info or alerts.

Reference:

Contact Center for Health Cloud Overview

Health Cloud: Enhanced Timeline

OmniStudio: FlexCards

### NEW QUESTION # 113

While implementing contracting as part of Provider Network Management, a customer wants to manage different types of payments.

Which object should a consultant configure to achieve this?

- A. Value-Based Agreement
- B. Payment Agreement
- C. Care Fee Agreement
- D. Agreement Detail

**Answer: B**

### NEW QUESTION # 114

Bloomington Caregivers needs to use the objects for the Clinical data model as part of its new Health Cloud implementation.

Which preference should Bloomington Caregivers' administrator ensure is enabled?

- A. Clinical R4 Model org preference
- B. Clinical Data Model org preference
- C. FHIR-Aligned Data Model org preference
- D. FHIR-Aligned EHR Data Model org preference

**Answer: C**

## NEW QUESTION # 115

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