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## AP-211 Exam Bible & AP-211 Latest Test Materials

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## Salesforce Health Cloud Accredited Professional Sample Questions (Q84-Q89):

### NEW QUESTION # 84

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. Intervention Templates
- C. Care Plan Task Templates
- **D. Action Plan Templates**

**Answer: D**

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 # 85

Bloomington Caregivers needs to migrate Health Condition records from its previous org with International Classification of Diseases (ICD) information.

Which two objects should an administrator load with data prior to migrating this information, to ensure a successful data load?

Choose 2 answers

- **A. code set**
- B. Healthcare Diagnosis
- **C. Account**
- D. Clinical Encounter

**Answer: A,C**

### NEW QUESTION # 86

Bloomington Caregivers is implementing Health Cloud to reduce manual processes for its Contact Center agents. To help streamline caller authentication, the company plans to leverage out-of-the-box Health Cloud features.

Which Health Cloud feature should a consultant recommend the company use in this scenario?

- A. Verify Customer Identity Process Flow
- **B. Identity Verification Flow Templates**
- C. Customer Identity OmniScript Templates
- D. Reusable Verification FlexCards

**Answer: B**

Explanation:

Out-of-the-box caller authentication in Health Cloud is primarily supported through Identity Verification Flow Templates. These flow templates are designed to help organizations comply with HIPAA and other regulatory requirements by standardizing the caller verification process for contact center agents.

Step-by-Step Reference:

Health Cloud provides Identity Verification Flow Templates that streamline the authentication of callers, reducing manual processes and ensuring regulatory compliance.

Extract:

"Use the Health Cloud Identity Verification Flow Templates to verify a caller's identity based on information you select, such as date of birth, phone number, or other criteria." (Source: Administer Health Cloud) These templates can be deployed as standard flows and easily customized for the organization's authentication requirements.

Extract:

"Leverage out-of-the-box Identity Verification Flow Templates to quickly set up and deploy identity verification processes in your contact center." (Source: Administer Health Cloud - Identity Verification) This approach is preferred over FlexCards, OmniScripts, or ad-hoc processes, as it provides a compliant and guided experience.

### NEW QUESTION # 87

A provider has moved an existing office to a new location and wants to ensure that whenever a patient books an appointment on the existing portal, the patient receives an email with the new address.

How should a developer modify the existing Create Appointment Integration Procedure to solve the request?

- A. Update the Test Condition.
- **B. Add a Conditional Block.**
- C. Remove the Try-Catch.
- D. Build If-Else logic.

**Answer: B**

Explanation:

To ensure that the new office address is sent to patients via email after booking, you need logic in the Integration Procedure that checks the office location and triggers the correct email template.

Conditional Blocks in Integration Procedures allow developers to execute actions (like sending a specific email) only when certain conditions are met—such as the new office location.

Extract:

"Use a Conditional Block in an Integration Procedure to execute logic based on data values or conditions. For example, send a specific notification when a record matches certain criteria." (Source: Omnistudio Standard Guide - Integration Procedures) Why not A, B, or C?

Removing Try-Catch, building If-Else logic, or only updating test conditions do not leverage the maintainable and declarative power of Conditional Blocks in Integration Procedures.

### NEW QUESTION # 88

A customer compliance department requires encryption at rest, notification of activities, and extensive field tracking.

What are some key considerations and recommended practices for supporting compliance in Salesforce?

- A. Enable Field Audit Trail, implement encryption for sensitive data, and configure two-factor authentication for all users.
- B. Use the Salesforce Security Health Check to identify vulnerabilities, implement custom profiles and permission sets to control data access, and configure Data Loss Prevention policies to prevent data leakage.
- **C. Enable Salesforce Shield to monitor data access and usage, configure data Classification for sensitive data, and use Event Monitoring to track user activity.**
- D. Use Role Hierarchy to control data access, implement password policies for user accounts, and use IP Restrictions to limit access to trusted networks.

**Answer: C**

Explanation:

The requirement is:

Encryption at rest → Handled by Salesforce Shield Platform Encryption.

Notification of activities (user monitoring, data access) → Provided by Event Monitoring in Salesforce Shield.

Extensive field tracking → Achieved with Field Audit Trail, also part of Salesforce Shield.

That's why the correct answer is the Salesforce Shield bundle, which directly addresses all three compliance needs.

Why not the others?

A . Role Hierarchy, Password Policies, IP Restrictions → These are basic Salesforce security features, but they don't provide encryption at rest or activity monitoring.

B . Field Audit Trail + Encryption + 2FA → Close, but Field Audit Trail and Encryption require Shield anyway, and 2FA is important but doesn't meet the monitoring requirement.

D . Security Health Check + DLP policies → Useful for improving org security posture, but Salesforce does not have native DLP policies like in other security platforms. This doesn't satisfy the encryption + monitoring requirement.

"Use Field Audit Trail to retain field value changes for compliance requirements."

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