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ExamName: Salesforce Health Cloud Accredited Professional Exam

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Salesforce AP-211 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Design: This domain encompasses creating Health Cloud solution designs using best practices, modeling healthcare entities with appropriate objects, determining specific capabilities to use, defining success metrics and reporting, implementing security and compliance, developing integration strategies, and creating data migration plans.

Topic 2	<ul style="list-style-type: none"> • Implement: This domain focuses on installing Health Cloud, configuring applications and OmniStudio components, customizing features, implementing integrations and APIs, configuring security rules, and establishing reporting.
Topic 3	<ul style="list-style-type: none"> • Deploy: This domain addresses pre-deployment and post-deployment steps for specific use cases and Health Cloud capabilities, along with managing technical aspects through Mobile app capabilities.
Topic 4	<ul style="list-style-type: none"> • Discovery: This domain covers identifying customer personas and stakeholders, defining required capabilities from use cases, and gathering functional and technical requirements to achieve desired business outcomes.

>> **Question AP-211 Explanations** <<

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Salesforce Health Cloud Accredited Professional Sample Questions (Q83-Q88):

NEW QUESTION # 83

Bloomington Caregivers wants to show its end users highlighted information about its providers that work at specific facilities, in one place. This would include provider contact details and the provider's specialty at a given facility.

Which Health Cloud feature should a consultant implement to fulfill this requirement?

- **A. Provider Relationship Card**
- B. Facility Relationship Center
- C. Provider Network Management
- D. HCPPProvider360 FlexCard

Answer: A

NEW QUESTION # 84

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

Answer: D

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 # 85

A pharmaceutical company is looking to support patients throughout their clinical journey. One of the factors the company needs to track is the socioeconomic and cultural barriers that could hinder a patient's process.

Which Health Cloud capability should a consultant implement to fulfill this requirement?

- A. Clinical Berries
- B. Utilization management
- C. Social Determinants of Health
- D. Care Blockers

Answer: C

Explanation:

* Tracking Socioeconomic & Cultural Barriers:

Exact Extract:

"The Social Determinants of Health data model in Health Cloud enables organizations to document and track social, cultural, and economic barriers affecting patients." Reference:

* Other Options:

Clinical Barriers, Utilization Management, and Care Blockers are not documented Health Cloud features for tracking socioeconomic/cultural barriers.

NEW QUESTION # 86

An administrator at Bloomington Caregivers has received a change request to alter the appearance of the timeline so that it displays vertically instead of horizontally.

Which step should the administrator take when implementing this change request?

- A. Enable Timeline in Salesforce Setup, then set the toggle for vertical orientation to true to set all timeline orientations as vertical.
- B. Find the Timeline Orientation setting in Custom Metadata, which controls the orientation of all timelines, and change the value to vertical.
- C. Find the Timeline View Configuration for each relevant timeline in the Health Cloud - Lightning Admin app and change the orientation to vertical.
- D. Enable Timeline in Salesforce Setup, then configure and activate new timeline and add to the relevant Lightning record

Answer: C

NEW QUESTION # 87

A pharma company wants to leverage Provider Search to help patients find nearby infusion clinics.

Which Health Cloud tool should a consultant leverage to drive performance and scalability?

- A. Pipeline Analytics
- B. Flow for Industries
- C. Business Rules Engine
- D. Data Processing Engine

Answer: D

Explanation:

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

Reference Provider Search and Performance:

The Data Processing Engine (DPE) in Health Cloud enables fast, scalable searches across large provider directories. It is specifically designed for performance and scalability in Provider Search scenarios.

Extract:

"Health Cloud leverages the Data Processing Engine to deliver scalable, high-performance Provider Search for finding care locations and providers based on patient preferences and proximity."

- Health Cloud: Provider Search

Other Options:

Pipeline Analytics: Used for data insights, not real-time search.

Business Rules Engine: Handles rules/logic, not high-volume search.

Flow for Industries: Automates processes, but DPE is the correct scalable search tool.

Reference:

Health Cloud: Provider Search

NEW QUESTION # 88

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