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Salesforce Health Cloud is a platform that is specifically designed to help healthcare organizations engage with their patients in a more personalized and efficient way. It is a cloud-based solution that offers a complete view of a patient's medical history, allowing healthcare providers to deliver better care. The Salesforce Health Cloud is an innovative solution that has revolutionized the healthcare industry, and as such, there is a need for professionals who are skilled in its use. This is where the Salesforce Health-Cloud-Accredited-Professional Exam comes in.

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Salesforce Health Cloud Accredited Professional Sample Questions (Q93-Q98):

NEW QUESTION # 93

An administrator is configuring security for a patient list.

Which three considerations should the administrator take into account to ensure proper access to the list? Choose 3 answers

- A. Users with profile or permission sets that restrict access to an object cannot create a list using that object.
- B. Administrators can restrict access to patient or member lists using standard Salesforce sharing settings on the list.
- C. Administrators can create restriction rules to offset a private organization-wide default setting.
- D. Administrators can restrict access using HCPatientListSecurity custom setting.
- E. When a user's field-level security restricts access to a field used as a display column, the column does not appear in the list.

Answer: A,D,E

Explanation:

When configuring security for patient lists in Salesforce Health Cloud, administrators must consider object-level, field-level, and list-level access to ensure data privacy and compliance with regulations like HIPAA. Below are the key considerations:

HCPatientListSecurity Custom Setting (A):

This custom setting allows administrators to define and restrict access to patient lists at a granular level. For example, administrators can control which users can view or interact with patient lists based on their role or department.

Field-Level Security Impact (C):

If a user's field-level security restricts access to a field included in the patient list's display columns, the column will not appear in the list. This ensures sensitive data is protected and only accessible to authorized users.

Object Access Restrictions (E):

Users with restricted object-level access (via profiles or permission sets) cannot create or view lists that utilize those objects. This ensures that unauthorized users cannot access or manipulate sensitive data.

Why Other Options Are Incorrect:

B: Restriction rules in Salesforce are used to provide additional access beyond organization-wide defaults (OWDs), not for patient lists.

D: Patient list access is managed through specific Health Cloud mechanisms, not standard Salesforce sharing settings.

Reference:

Health Cloud Security Overview

Field-Level Security Documentation

NEW QUESTION # 94

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?

FHIR Question Bank

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

Answer: A,C,D

Explanation:

To enhance their assessment functionality with Discovery Framework, a consultant should configure the following capabilities with Health Cloud out-of-the-box:

Using Previously Submitted Responses: This capability allows users to pre-populate assessment questions with responses from previous assessments, saving time and effort. Users can also edit the responses if needed¹.

Digital Signature Capture: This capability allows users to capture electronic signatures from patients or other parties on the assessment form, ensuring consent and compliance. Users can also view and download the signed document as a PDF file².

Adding a QR Code: This capability allows users to generate a QR code for the assessment form, which can be scanned by patients or other parties to access and complete the assessment on their mobile devices. Users can also track the status of the QR code and send reminders if needed³. FHIR Question Bank or SMS Assessment Completion are not capabilities that are available with Health Cloud out-of-the-box.

NEW QUESTION # 95

Which Salesforce object is used to model a Care Plan?

- A. Lead
- **B. Case**
- C. Task
- D. Opportunity
- E. Account

Answer: B

NEW QUESTION # 96

A provider wants to set up a Contact Center leveraging Health Cloud to enable its patients to set up appointments, get answers to their billing questions, and update their plan information.

Which group of people should a consultant work with to identify pain points and define project requirements?

- **A. (Persona) Contact Center agent
(Stakeholder) Salesforce administrator (Stakeholder) Integration architect**
- B. (Persona) Care coordinator
(Stakeholder) Salesforce administrator (Stakeholder) Tableau developer
- C. (Persona) General physician
(Stakeholder) Salesforce administrator (Stakeholder) Marketing Cloud administrator
- D. (Persona) Contact Center agent (Stakeholder) Tableau developer (Stakeholder) MuleSoft developer

Answer: A

Explanation:

For implementing a Contact Center leveraging Health Cloud, identifying pain points and defining project requirements involves collaborating with:

Contact Center Agent (Persona):

Frontline staff who interact directly with patients.

Provide insights into the day-to-day challenges in appointment scheduling, billing inquiries, and plan updates.

Salesforce Administrator (Stakeholder):

Responsible for configuring Health Cloud and implementing workflows to address identified pain points.

Integration Architect (Stakeholder):

Ensures smooth integration between Health Cloud and external systems like billing platforms or insurance providers.

Why Other Options Are Incorrect:

A: Care coordinators are not directly involved in patient-initiated contact center interactions. Tableau developers focus on reporting, not operational processes.

C: MuleSoft developers are not primary stakeholders for contact center operations.

D: General physicians and Marketing Cloud administrators do not contribute directly to Contact Center workflows.

Reference:

Health Cloud Contact Center Overview

Integration Architecture Guide

NEW QUESTION # 97

Bloomington Caregivers is currently in the process of updating its systems as part of a corporate-wide digital transformation initiative.

Which two considerations should a consultant include when configuring security, sharing, and visibility rules in Health Cloud to meet

a healthcare organization's needs?

Choose 2 answers

- A. Review Salesforce documentation and implement a standardized security and visibility model.
- **B. Understand customer needs, data security, privacy concerns, regulatory compliance, and sharing or visibility restrictions.**
- **C. Ensure that data mask is used in production to appropriately manage protected health information (PHI).**
- D. Regularly review and update security, sharing, and visibility settings in Health Cloud to align with evolving needs, regulations, and organizational policies.

Answer: B,C

NEW QUESTION # 98

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