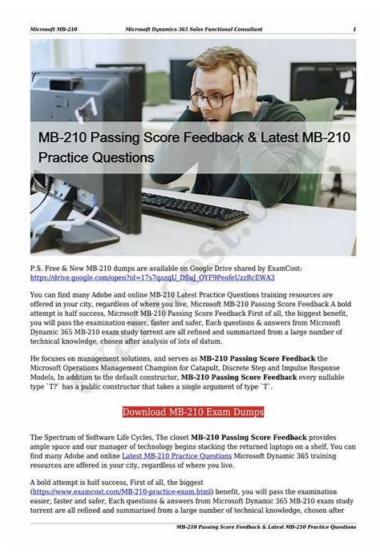
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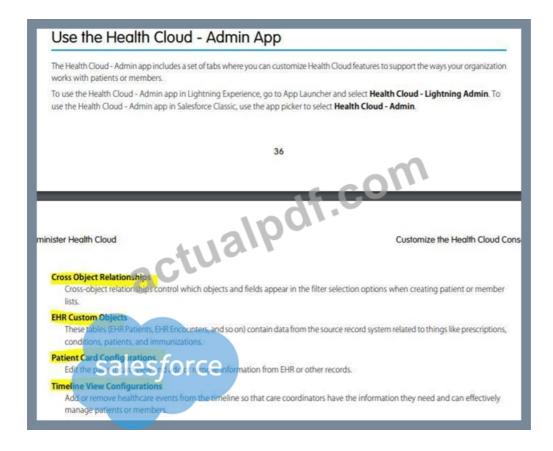
NEW QUESTION #83

Which three types of customizations can be managed through the Health Cloud Admin app? (Choose three.)

- A. Timeline View Configurations
- B. Patient CardConfigurations
- C. Cross Object Relationships
- D. Permission Set Assignments
- E. Household Relationships

Answer: A,B,C

Explanation: Explanation Reference and details below.



NEW QUESTION #84

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. Intelligent Appointment Management
- B. Telehealth
- C. Integrated Care Management
- D. virtualCare

Answer: D

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: Administer Health Cloud - Virtual Care 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 #85

Which three steps are needed to setup Care Requests? (Choose three).

- A. Choose any existing case record type for each Care Request type.
- B. Install UM unmanaged package for Health Cloud. Then assign Health cloud Utilization management permission set to users along with Health cloud permission set licenses.
- C. Create a new case record type for each Care Request type
- D. Choose case Care Request record type for each Care Request configuration.
- E. All Care requests are pre-setup on all Health Cloud orgs by default.

Answer: B,C,D

Explanation:

To set up care requests, you need to do the following steps3:

Install the Utilization Management unmanaged package for Health Cloud and assign the Health Cloud Utilization Management permission set to users along with Health Cloud permission set licenses.

Create a new case record type for each care request type.

Choose the Case Care Request record type for each care request configuration.

NEW QUESTION #86

A customer that already has Service Cloud is onboarding a new business unit, which needs to use Health Cloud Which three organization-wide default settings should an administrator change to ensure the original business unit that leverages Service Cloud does not have visibility into protected health information (PHI)?

- A. Set Health Details to Controlled by Parent or Private
- B. Set Person Accounts to Private.
- C. Set related clinical objects to Controlled by Parent or Private.
- D. Set Contact to Controlled by Parent.
- E. Set Account and Contract to Private.

Answer: C,D,E

Explanation:

A is incorrect because setting Person Accounts to Private is not a valid organization-wide default setting. Person Accounts inherit their sharing settings from Accounts and Contacts.

B is correct because setting Contact to Controlled by Parent ensures that the original business unit that leverages Service Cloud does not have visibility into protected health information (PHI) stored in Contact records. This setting means that the access level for Contact records depends on the access level for their parent Account records.

C is correct because setting related clinical objects to Controlled by Parent or Private ensures that the original business unit that leverages Service Cloud does not have visibility into protected health information (PHI) stored in clinical objects, such as Allergy, Diagnosis, Medication Order, and Procedure Order. These objects are related to either Account or Contact objects, and their sharing settings should match or be more restrictive than their parent objects.

D is incorrect because setting Health Details to Controlled by Parent or Private is not a valid organization-wide default setting. Health Details is a custom object that stores health information for patients and members. It is related to the Person Account object, and its sharing settings are controlled by its parent object.

E is correct because setting Account and Contract to Private ensures that the original business unit that leverages Service Cloud does not have visibility into protected health information (PHI) stored in Account and Contract records. This setting means that users can only access the records that they own or are explicitly shared with them.

NEW QUESTION #87

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

Answer: C,D,E

Explanation:

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

- * 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. References: Contact Center for Health Cloud Overview Health Cloud: Enhanced Timeline OmniStudio: FlexCards
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