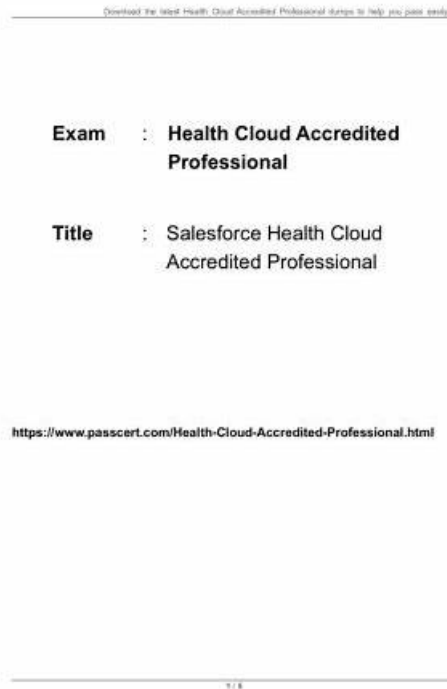


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Achieving the Salesforce Health Cloud Accredited Professional certification can open up many career opportunities in the healthcare industry. It demonstrates to employers that a candidate has the skills and knowledge needed to manage patient data effectively and improve healthcare outcomes using Salesforce Health Cloud. Salesforce Health Cloud Accredited Professional certification is also a valuable asset for consultants and contractors who work with healthcare organizations, as it provides proof of their expertise and can help them win new clients.

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To be eligible to take the HCA-Cloud certification exam, professionals must have a solid understanding of Salesforce fundamentals, as well as experience working with Salesforce Health Cloud. Salesforce Health Cloud Accredited Professional certification is ideal for healthcare professionals, Salesforce administrators, and solution architects who want to specialize in healthcare technology.

Salesforce Health-Cloud-Accredited-Professional Exam is designed to test the skills and knowledge of professionals who work with the Salesforce Health Cloud platform. Health-Cloud-Accredited-Professional Exam is for professionals who want to demonstrate their expertise in areas such as patient management, care plan management, and health data management. Health-Cloud-Accredited-Professional exam is a must-have for professionals who want to work in the healthcare industry, especially those who want to work with the Salesforce Health Cloud platform.

Salesforce Health Cloud Accredited Professional Sample Questions (Q109-Q114):

NEW QUESTION # 109

Bloomington Caregivers wants to ensure it maintains the privacy of its users' data by enabling data protection details for leads, contacts, and person accounts during the initial Health Cloud install and configuration.

Which entity should the administrator enable within Data Protection and Privacy for Health Cloud to work in this scenario?

- A. Records
- B. Fields
- C. Tasks
- **D. Objects**

Answer: D

Explanation:

To ensure data privacy and protection for leads, contacts, and person accounts during the initial setup of Health Cloud, the administrator should enable Data Protection and Privacy at the object level. This configuration allows Health Cloud to manage privacy-related fields and processes for these entities.

Key Features:

Object-Level Privacy Settings: Enables data protection measures such as tracking consent and managing privacy preferences.

Applicable Entities: Specifically supports leads, contacts, and person accounts, aligning with patient data management needs.

Compliance: Ensures compliance with regulations like HIPAA by embedding privacy measures into the core data model.

Why Other Options Are Incorrect:

A . Fields: Field-level protection alone does not enable comprehensive privacy management for leads, contacts, and person accounts.

C . Tasks: Task privacy is not relevant for this scenario.

D . Records: While data protection applies to records, configuration is done at the object level for consistency across entities.

Reference:

Data Protection and Privacy in Health Cloud

HIPAA Compliance with Health Cloud

NEW QUESTION # 110

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

Answer: C

Explanation:

Step-by-Step Explanation:

* Understanding the Scenario:

* The provider aims to build a Contact Center using Health Cloud for patients to:

* Set up appointments

* Get billing answers

* Update plan information

* Salesforce's Best Practices for Requirements Gathering:

* Salesforce Health Cloud documentation emphasizes collaborating with end users and technical stakeholders to uncover pain points and define requirements.

* Extract from Health Cloud Admin Guide:

"Successful Health Cloud projects start with workshops that bring together key personas, such as contact center agents and care coordinators, with technical stakeholders including Salesforce admins and integration architects. These sessions surface pain points, business needs, and integration requirements."

-Reference: Administer Health Cloud - Implementation Best Practices

* Who Should Be Involved?

* Contact Center agent (Persona):

* Directly understands patient needs and pain points during calls and chats.

* Can highlight workflow, usability, and feature needs.

* Salesforce administrator (Stakeholder):

* Understands platform capabilities, permissions, and how features will be implemented or configured.

* Integration architect (Stakeholder):

* Critical for connecting Health Cloud to other systems (e.g., EHR, billing, insurance).

* Ensures technical feasibility for integrations (e.g., real-time eligibility checks, appointment scheduling with external systems).

* Why Other Answers Are Not Correct:

* B: General physician and Marketing Cloud admin are not core to Contact Center workflows or technical design for scheduling/billing.

* C: Sales administrator and Tableau developer focus on sales or analytics, not operational or integration workflows for Contact Centers.

* D: Tableau developer and MuleSoft developer are more technical roles but not typically involved in initial workflow and requirements gathering at the Contact Center user level.

* Official Document Extract:

* From Salesforce Implementation Guides:

"It is essential to involve actual end users (such as agents) and platform administrators in requirements workshops, and to include an integration architect for designing connected experiences."

-Reference: Administer Health Cloud - Implementation Best Practices

References:

Administer Health Cloud - Implementation Best Practices

NEW QUESTION # 111

A payer is implementing Health Cloud and wants to leverage predefined rules for its prior authorization request review process. The payer would like to leverage out-of-the-box Health Cloud functionality to drive speed to value.

Which prebuilt feature should a consultant recommend the payer leverage?

- A. Integration Procedures

- B. Expression Set Templates
- C. OmniScript Templates
- D. FlexCards

Answer: B

Explanation:

Step 1: Requirement Analysis

The payer wants to use predefined rules for prior authorization request reviews, seeking out-of-the-box Health Cloud functionality for speed to value.

Step 2: Health Cloud Prior Authorization & Rules Engine

The Expression Set Templates in Health Cloud provide a prebuilt, configurable framework to automate and standardize prior authorization request reviews. These templates contain reusable logic and criteria that can be easily tailored and applied to common authorization scenarios.

Extract:

"Use Health Cloud's prebuilt Expression Set Templates to accelerate prior authorization configuration. These templates enable payers to implement standardized review criteria and automate decision logic without building rules from scratch." Administer Health Cloud - Utilization Management and Expression Sets Integration Procedures, FlexCards, and OmniScript Templates are OmniStudio tools for integration, UI, and guided processes, but Expression Set Templates are the feature specifically designed for rules automation in Utilization Management.

NEW QUESTION # 112

If a Health Cloud administrator wanted to consume the content of an HL7 v2 - Simple Application message, which step would they need to take?

- A. Use an HL7 broker/engine to transform the text based HL7 message into JSON and pass it to the Health Cloud.
- B. Write a custom apex class to consume parse and store a native HL7 message
- C. Do Nothing - Health Cloud works out of the box with native HL7 message
- D. Use salesforce Connect

Answer: A

Explanation:

Health Cloud does not support native HL7 messages out of the box, so option A is incorrect. Option B is also incorrect, because Salesforce Connect is not designed to handle HL7 messages. Option C is possible, but it would require a lot of custom code and maintenance, and it is not recommended by Salesforce. Option D is the best option, because it uses an external HL7 broker/engine to convert the HL7 message into JSON, which can be easily consumed by Health Cloud using the standard REST API or the Health Cloud Data Loader¹².

NEW QUESTION # 113

Bloomington Caregivers is implementing Health Cloud for managing the healthcare data of children under the age of 13.

Which three considerations should the company take into account to ensure compliance with the Children's Online Privacy Protection Act (COPPA)?

Choose 3 answers

- A. Disclosing the organization's privacy policy to parents and obtaining their consent
- B. Implementing appropriate security measures to safeguard children's personal information
- C. Ensuring information collected about children is protected with at rest and in-transit encryption
- D. Ensuring that Bloomington Caregivers' system implementation partner has met all COPPA regulations during the build phase
- E. Obtaining verified parental consent before collecting and storing any personal information of children

Answer: B,C,E

Explanation:

To comply with the Children's Online Privacy Protection Act (COPPA) while implementing Salesforce Health Cloud for managing the data of children under 13, Bloomington Caregivers must consider the following:

1. Implementing Appropriate Security Measures (Option A):

Requirement:

COPPA mandates that companies take reasonable measures to secure children's personal information against unauthorized access or disclosure.

Implementation in Health Cloud:

Use Salesforce's robust security features, such as Shield Platform Encryption, two-factor authentication, and role-based access controls, to safeguard sensitive data.

2. Ensuring Encryption of Data (Option B):

Requirement:

Personal data of children must be encrypted during storage (at rest) and transmission (in transit) to prevent unauthorized access.

Implementation in Health Cloud:

Use Salesforce Shield for platform encryption, ensuring compliance with data protection standards.

Enable HTTPS for secure communication channels and encrypt sensitive fields like names, addresses, and medical records.

3. Obtaining Verified Parental Consent (Option C):

Requirement:

Organizations must obtain verifiable consent from parents or guardians before collecting or storing any personal information about children under 13.

Implementation in Health Cloud:

Implement custom workflows or forms to capture and log parental consent.

Use audit tracking to document consent for regulatory compliance.

Other Options:

Partner Compliance (Option D):

While ensuring partners adhere to COPPA is important, it is not explicitly required by the healthcare organization itself under COPPA.

Disclosing Privacy Policies (Option E):

Disclosing policies is essential, but it is part of obtaining parental consent (Option C).

Reference:

Salesforce Shield Platform Encryption

COPPA Compliance Guidelines

NEW QUESTION # 114

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