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Salesforce Health Cloud Accredited Professional Sample Questions (Q90-Q95):

NEW QUESTION # 90

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. Action Plan Templates**
- B. Industry Template Library
- C. Care Plan Task Templates
- D. Intervention Templates

Answer: A

Explanation:

The feature that the consultant should configure to leverage dependent intervention tasks as part of their care coordination solution using Integrated Care Management is Action Plan Templates. Action Plan Templates are reusable sets of tasks that can be assigned to patients or members based on their care needs. Action Plan Templates can include dependent tasks that are triggered by the completion of other tasks.

NEW QUESTION # 91

A payer is looking to optimize the workflow for its call center, which focuses primarily on members calling to check on the status of their prior authorization requests.

How should a consultant conduct discovery to define a workflow for these call center users?

- A. Use work from another project to Inform the discovery, then review It with the IT department.
- **B. Identify personas and ask their to walk through a day in their life, taking notes and identifying opportunities for optimization.**
- C. Build a proof of concept to present to the client and ask them for feedback.
- D. Research Industry trends and develop a point of view, then present it to the customer for validation.

Answer: B

Explanation:

To optimize workflows for a payer's call center, conducting a discovery phase requires identifying key pain points, inefficiencies, and opportunities.

* Identify Personas and Walk Through a Day in Their Life:

* Engage call center agents and supervisors who handle prior authorization requests and ask them to describe their daily processes, challenges, and tools used.

* Take detailed notes to map out existing workflows and pinpoint inefficiencies. This approach provides insights into real-world challenges, helping to design tailored workflows that address bottlenecks.

Why Other Options Are Incorrect:

* B. Build a proof of concept to present to the client and ask them for feedback: Building a proof of concept comes later, after completing discovery and requirements gathering.

* C. Research industry trends and develop a point of view, then present it to the customer for validation: While understanding industry trends is useful, presenting pre-determined workflows without first understanding the customer's specific needs risks misalignment.

* D. Use work from another project to inform the discovery, then review it with the IT department:

Reusing workflows from another project may not address the unique needs of this customer's call center processes.

References:

Salesforce Health Cloud Use Case Discovery Best Practices

Administer Health Cloud

NEW QUESTION # 92

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. Provider Network Management
- C. Facility Relationship Center
- D. HCPProvider360 FlexCard

Answer: D

Explanation:

The HCPProvider360 FlexCard is the most suitable feature to implement when Bloomington Caregivers wants to display highlighted information about providers, such as their contact details and specialties, in one centralized location.

* Comprehensive View:

* The HCPProvider360 FlexCard is designed to aggregate and display critical provider information, including:

* Contact details (phone, email, etc.).

* Provider specialty.

* Facility-specific information.

* Flexibility:

* As a part of OmniStudio FlexCards, this feature can be customized to pull data from multiple objects and display it in a clean, user-friendly interface.

* Efficiency for Users:

* End users can quickly view provider information without navigating through multiple pages or objects, enhancing productivity and reducing complexity.

* Navigate to OmniStudio and create or customize the HCPProvider360 FlexCard.

* Configure data sources to fetch provider details and facility relationships.

* Add the FlexCard to the appropriate Lightning page using Experience Builder or App Builder.

* Provider Network Management (Option A): Focused on managing the network of providers rather than presenting detailed information in a centralized view.

* Provider Relationship Card (Option B): Shows relationships but lacks the customization and detail aggregation capabilities of the HCPProvider360 FlexCard.

* Facility Relationship Center (Option D): More suited for visualizing facility-related relationships rather than highlighting provider information.

References:

OmniStudio FlexCards Overview

HCPProvider360 FlexCard Documentation

NEW QUESTION # 93

A healthcare provider with multiple clinics and specialties is struggling to manage its appointment scheduling process efficiently.

Patients are experiencing long wait times on the phone and want to leverage self-service options.

Which three Health Cloud capabilities should a consultant recommend configuring to provide a solution to improve patient satisfaction?

Choose 3 answers

- A. Provider Search
- B. Intelligent Appointment Management
- C. Experience Cloud for Health Cloud
- D. Intelligent Form Reader
- E. Assessments and Recommendations

Answer: A,B,C

NEW QUESTION # 94

A provider wants to get a comprehensive view of a patient's prescriptions, including history, to improve health outcomes. Which Health Cloud capability should a consultant leverage to assist the provider?

- **A. Medication Management**
- B. Intelligent Appointment Management
- C. Integrated Care Management
- D. Virtual Care

Answer: A

Explanation:

To get a comprehensive view of a patient's prescriptions, including history, to improve health outcomes, a consultant should leverage the Medication Management capability in Health Cloud. Medication Management is a feature that helps providers and care coordinators manage the medication regimen of their patients, helping to improve patient safety and reduce healthcare costs. Medication Management allows providers and care coordinators to develop a curated list of current medications, review medications with the patient, make clinical decisions and recommendations based on the review, and communicate the recommendations to the patient and the patient's prescriber. Intelligent Appointment Management, Integrated Care Management, or Virtual Care are not capabilities that can fulfill this use case.

NEW QUESTION # 95

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