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NEW QUESTION 27

Which Data Model Leverages external objects to support the use Case?

- A. Clinical Service Requests
- B. Member Plan
- C. Care Observations
- D. Claims

Answer: D

NEW QUESTION 28

An insurance organization wants to be able to track specialties and sub-specialties related to practitioner to use in provider search. Which would they store these relationships? (Choose three).

- A. Care Taxonomy
- B. Care specialty
- C. Health category provider specialty

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Salesforce Health Cloud Accredited Professional Sample Questions (Q57-Q62):

NEW QUESTION # 57

In which two ways can an administrator support the Health department so that the team can efficiently assess the individual, enroll them in a program, and monitor them during emergency? (Choose two)

- A. Create Patient Enrollment Console
- B. **Install emergency Response Management unmanaged package**
- C. Leverage pre-configured flows provided with Health Cloud
- D. Create a healthcare provider enrollment flow

Answer: B,C

Explanation:

Reference and details below.

Using the **Emergency Response Management Console**, create a consistent intake experience using guided workflows and pre-built assessments that can quickly adapt as protocols ~~or guidelines~~ change.

NEW QUESTION # 58

Healthcare companies face challenges from a variety of sources. What are three common challenges they could encounter that HC solves for? (Choose 3)

- A. Insufficient funds allocated to Research and Development.
- B. There are not enough Providers for the amount of the Care Requests.
- C. **Growing demand for a more personalized care experience.**
- D. The need to drive sales while reducing cost.
- E. **Growing customer expectations for delivery of care everywhere.**

Answer: C,D,E

NEW QUESTION # 59

A provider's office wants to verify a patient's insurance plan information and coverage when they call into the call center to book an appointment.

Which capability should a consultant leverage to address this requirement?

- A. Identity Verification
- B. **Benefits Eligibility and Verification**
- C. Intelligent Appointment Management
- D. Utilization Management

Answer: B

Explanation:

Step 1: Requirement Analysis

The provider's office needs to verify a patient's insurance plan information and coverage when a patient calls to book an appointment.

This means checking whether the patient's insurance is active, what services are covered, and any applicable copays or eligibility details.

Step 2: Health Cloud Out-of-the-Box Capability

Benefits Eligibility and Verification is the dedicated Health Cloud capability that allows provider offices and payers to verify a patient's insurance coverage, eligibility, and benefit details in real time, either through integration with payers or using Health Cloud workflows.

Extract:

"Health Cloud offers Benefits Eligibility and Verification, enabling providers and payers to confirm a patient's plan information and coverage eligibility, reducing the risk of denied claims and improving the patient experience." Administer Health Cloud - Benefits Eligibility and Verification Step 3: Review of Options A . Benefits Eligibility and Verification: Directly addresses insurance plan and coverage verification.

B . Intelligent Appointment Management: For scheduling, not insurance verification.

C . Utilization Management: For prior authorizations and care request reviews.

D . Identity Verification: For confirming patient identity, not insurance coverage.

NEW QUESTION # 60

A new user story requires an OmniScript to update an existing field on a custom SObject.

Which two components should a consultant use to satisfy the requirement?

Choose 2 answers

- A. Integration Procedures
- B. SOQL Query
- C. API Actions
- D. DataRaptors

Answer: A,D

Explanation:

To update an existing field on a custom SObject using OmniScript, the following components are essential:

* DataRaptors (C):

* DataRaptors are used to read, write, or transform Salesforce data.

* In this case, a DataRaptor Load would be configured to update the field on the custom SObject.

* Integration Procedures (D):

* Integration Procedures orchestrate data operations and can combine multiple DataRaptors or external API calls.

* Used to call the DataRaptor Load and manage complex logic if needed.

Why Other Options Are Incorrect:

* API Actions: Primarily used for invoking external APIs, not for internal Salesforce data operations.

* SOQL Query: Retrieves data from Salesforce but does not update fields.

References:

OmniStudio DataRaptors Documentation

OmniStudio Integration Procedures

NEW QUESTION # 61

A customer wants to view a patient's health conditions and clinical encounters as a sequence of events happening over time on the patient's Person Account page.

What should a consultant do to achieve this using the Enhanced Timeline functionality?

- A. Add a record to the HealthCloudTimelineConfig custom setting.
- B. Create a new Timeline record within Setup.
- C. Clone the HCTimeline FlexCard for customization.
- D. Create a new Timeline View Configuration record.

Answer: D

Explanation:

To display a patient's health conditions and clinical encounters as a sequence of events on the patient's Person Account page using the Enhanced Timeline functionality in Salesforce Health Cloud, it's essential to configure the timeline appropriately. This involves creating a Timeline View Configuration record that defines which events and related objects are displayed.

Understanding Enhanced Timeline:

Purpose: The Enhanced Timeline provides a chronological view of a patient's healthcare events, enabling healthcare providers to visualize and track patient interactions over time.

Features:

Event Visualization: Displays events such as clinical encounters, health conditions, tasks, and more.

Customization: Allows administrators to define which objects and fields are represented on the timeline.

Interactivity: Users can click on events to view detailed information.

Implementation Steps:

Create a Timeline View Configuration Record (Answer C):

Purpose: Defines the base object (e.g., Person Account) and related objects (e.g., Clinical Encounters, Health Conditions) to be displayed on the timeline.

Steps:

Navigate to Timeline Configurations: In Salesforce Setup, enter "Timeline" in the Quick Find box and select Timeline View Configurations.

Create New Configuration: Click New to create a new Timeline View Configuration record.

Define Base Object: Set the base object to Person Account.

Add Related Objects: Specify related objects such as Clinical Encounters and Health Conditions that should appear on the timeline.

Configure Display Settings: Define fields for event titles, subtitles, dates, and any filters or conditions as needed.

Save Configuration: Save the Timeline View Configuration record.

Add Enhanced Timeline to the Person Account Page:

Purpose: Ensures that the timeline is visible on the patient's Person Account page.

Steps:

Open Lightning App Builder: Navigate to a Person Account record and click Edit Page.

Add Timeline Component:

NEW QUESTION # 62

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