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Salesforce AP-211 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Implement: This domain focuses on installing Health Cloud, configuring applications and OmniStudio components, customizing features, implementing integrations and APIs, configuring security rules, and establishing reporting.
Topic 2	<ul style="list-style-type: none">Design: This domain encompasses creating Health Cloud solution designs using best practices, modeling healthcare entities with appropriate objects, determining specific capabilities to use, defining success metrics and reporting, implementing security and compliance, developing integration strategies, and creating data migration plans.

Topic 3	<ul style="list-style-type: none"> • Deploy: This domain addresses pre-deployment and post-deployment steps for specific use cases and Health Cloud capabilities, along with managing technical aspects through Mobile app capabilities.
Topic 4	<ul style="list-style-type: none"> • Discovery: This domain covers identifying customer personas and stakeholders, defining required capabilities from use cases, and gathering functional and technical requirements to achieve desired business outcomes.

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Salesforce Health Cloud Accredited Professional Sample Questions (Q59-Q64):

NEW QUESTION # 59

Which Health Cloud feature helps ensure compliance with Health Insurance Portability and Accountability Act (HIPAA) regulations?

- A. Real-time monitoring and alerts
- B. Social media integration
- C. User authentication and access control
- D. Data visualization and analytics

Answer: C

Explanation:

The requirement is to identify the Health Cloud feature that helps ensure compliance with the Health Insurance Portability and Accountability Act (HIPAA), which governs the protection of Protected Health Information (PHI). HIPAA compliance requires robust security measures, including access controls and data protection. Let's evaluate the options.

Option A: Data visualization and analytics

Step-by-Step Explanation:

User Authentication: Health Cloud requires users to authenticate via secure methods (e.g., username/password, MFA) to access the system.

Access Control: Administrators configure roles, profiles, and permission sets to restrict access to PHI based on the principle of least privilege.

Auditing: Health Cloud supports audit trails to track access and changes to PHI, ensuring traceability.

Compliance: These features align with HIPAA's requirements for administrative safeguards (e.g., access management) and technical safeguards (e.g., authentication).

Reference:

Option B: Real-time monitoring and alerts

Option C: User authentication and access control

Salesforce Security Guide, "HIPAA Compliance," states, "Salesforce Health Cloud supports HIPAA compliance through user authentication, access controls, and audit capabilities to protect PHI." Salesforce Health Cloud Admin Guide, "Security and Compliance," notes, "User authentication and access control ensure that only authorized personnel access sensitive patient data, aligning with HIPAA requirements." Option D: Social media integration Why Option C is Correct:

HIPAA mandates strict controls on who can access PHI, and user authentication and access control in Health Cloud directly address this by ensuring secure, role-based access to sensitive data. These features are foundational to Salesforce's HIPAA compliance strategy, as outlined in the Security Guide.

Additional Considerations:

Shield Platform Encryption: While not listed as an option, Health Cloud can use Shield Platform Encryption to further protect PHI,

complementing access controls.

Audit Trails: The Salesforce Security Guide highlights audit trails as part of HIPAA compliance, which work alongside authentication and access controls.

Reference Summary:

Salesforce Security Guide: HIPAA compliance and user authentication/access control.

Salesforce Health Cloud Admin Guide: Security and compliance features.

Salesforce Architect Resources: Security best practices for HIPAA.

NEW QUESTION # 60

Bloomington Caregivers has identified the need to encrypt data to comply with the Health Insurance Portability and Accountability Act (HIPAA).

What are three key considerations when complying with HIPAA regulations using Salesforce Shield in conjunction with Bloomington Caregivers' data strategy?

Choose 3 answers

- A. Implementing audit trails and regularly reviewing them to detect unauthorized access attempts
- B. Configuring data retention policies to ensure that records are retained for the appropriate length of time
- C. Using third-party data backup solutions to store backups of sensitive data off-site
- D. Providing access to third-party auditors to regularly review Shield implementation settings
- E. Ensuring that sensitive data is encrypted both In transit and at rest

Answer: A,B,E

Explanation:

When complying with HIPAA using Salesforce Shield, Bloomington Caregivers must:

Encrypt sensitive data in transit and at rest:

Shield Platform Encryption ensures encryption at rest; Salesforce uses TLS for encryption in transit.

Extract:

"Salesforce Shield encrypts sensitive data at rest. Salesforce also encrypts data in transit using TLS." (Source: Salesforce Security Guide, Shield Platform Encryption Guide) Implement and regularly review audit trails:

Shield Event Monitoring and Field Audit Trail help monitor data access and modifications.

Extract:

"Implement audit trails and monitor them to detect unauthorized or suspicious activities." ([Source: Salesforce Security Guide, Shield Platform Encryption Guide]) Configure data retention policies:

Retain records for legally required periods to comply with HIPAA.

Extract:

"Data retention policies must comply with legal and regulatory requirements, including HIPAA." ([Source: Salesforce Security Guide]) Why not B or C?

Providing access to third-party auditors is not a Salesforce Shield requirement; such reviews are typically handled internally.

Using third-party backup solutions is not a core Shield/HIPAA control within Salesforce, and data residency must be managed with care.

NEW QUESTION # 61

A pharma company wants to leverage Provider Search to help patients find nearby infusion clinics.

Which Health Cloud tool should a consultant leverage to drive performance and scalability?

- A. Business Rules Engine
- B. Flow for Industries
- C. Pipeline Analytics
- D. Data Processing Engine

Answer: D

Explanation:

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference Provider Search and Performance:

The Data Processing Engine (DPE) in Health Cloud enables fast, scalable searches across large provider directories. It is specifically designed for performance and scalability in Provider Search scenarios.

Extract:

"Health Cloud leverages the Data Processing Engine to deliver scalable, high-performance Provider Search for finding care locations and providers based on patient preferences and proximity."

- Health Cloud: Provider Search

Other Options:

Pipeline Analytics: Used for data insights, not real-time search.

Business Rules Engine: Handles rules/logic, not high-volume search.

Flow for Industries: Automates processes, but DPE is the correct scalable search tool.

Reference:

Health Cloud: Provider Search

NEW QUESTION # 62

While setting up Advanced Therapy Management, a consultant wants to have patients associated to Care Programs during enrollment. They need to customize the Health Cloud enrollment process to match their customer's process.

What should the consultant clone to customize for the customer, while leveraging out-of-the-box Health Cloud functionality?

- A. FlexCard
- B. Apex Class
- C. Flow
- **D. OmniScript**

Answer: D

Explanation:

In Salesforce Health Cloud Advanced Therapy Management (ATM), the enrollment process for associating patients to Care Programs is driven by OmniStudio OmniScripts.

Salesforce provides out-of-the-box OmniScripts for patient enrollment.

Best practice: Instead of building from scratch, you clone the delivered OmniScript and then customize it to align with your customer's unique enrollment process.

This approach ensures you continue to leverage Health Cloud's standard functionality while tailoring the process flow.

Why not the others?

A . FlexCard - Displays patient/care program info but doesn't handle the guided enrollment process.

B . Flow - Standard Salesforce Flows are not used for ATM enrollment; Health Cloud leverages OmniScripts for these guided workflows.

C . Apex Class - Only needed for custom logic; cloning Apex is not recommended for configuration/customization here.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Implementation Guide - Advanced Therapy Management:

"Enrollment processes for patients into Care Programs are delivered as OmniScripts. To customize these processes, clone the standard OmniScript and modify it to meet your business needs."

NEW QUESTION # 63

A payer needs to triage provider and care team inquiries around member plan benefits and member care. The agents also need to be informed about changes in records that require attention.

Which three permission set licenses should a consultant assign to the security model for these users?

- **A. Contact Center for Health Cloud permission set license**
- B. Service Cloud User permission set license
- **C. OmniStudio User permission set license**
- **D. Health Cloud Platform permission set license**
- E. CRM Content User permission set license

Answer: A,C,D

NEW QUESTION # 64

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