

# Free PDF AP-211 - Salesforce Health Cloud Accredited Professional–Professional Exam Passing Score



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## Salesforce AP-211 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>

Topic 2	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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## Salesforce Health Cloud Accredited Professional Sample Questions (Q104-Q109):

### NEW QUESTION # 104

Administrators at Bloomington Caregivers track patients' doctor visits in Health Cloud. The administrators need to send all of their patients' visit information to their Enterprise Resource Planning (ERP) system for a weekly billing cycle. Which integration pattern should a consultant recommend for this?

- A. ERP system to call the FHIR Billing API in Health Cloud
- B. Fire and Forget with an Enterprise Service Bus (ESB) tool
- C. Request and Reply with an Enterprise Service Bus (ESB) tool
- D. Nightly batch extract using an Extract, Transform, and Load (ETL) tool

**Answer: D**

Explanation:

The scenario is about sending patients' visit information from Health Cloud to an ERP system on a weekly billing cycle. This is a scheduled, bulk-data transfer requirement (not real-time, not request/response).

The correct integration pattern here is a batch extract using an ETL tool.

ETL tools (like Informatica, Mulesoft, Talend) are best for handling scheduled bulk data movement between Salesforce and external systems, especially for billing cycles.

The process can be scheduled nightly/weekly to pull visit data and send it to the ERP system.

Why not the others?

A . Fire and Forget with ESB - Used for real-time event-driven messaging (e.g., when an event happens, send a message immediately). Not needed here since the requirement is weekly batch.

C . ERP system to call the FHIR Billing API in Health Cloud - This would make sense if the ERP were pulling billing records via FHIR APIs, but here the need is sending visit data from Salesforce → ERP in bulk.

D . Request and Reply with ESB - Used when an external system calls Salesforce and expects an immediate response. Not applicable for scheduled, large-scale billing exports.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Integration Guide:

"For billing, claims, or other periodic back-office processes, use a batch integration pattern with an ETL tool to extract large volumes of patient and encounter data from Salesforce on a scheduled basis." Salesforce Integration Patterns and Practices  
Salesforce Health Cloud Data Exchange

### NEW QUESTION # 105

A customer wants to view medication data from Health Cloud leveraging FHIR standards. Which Health Cloud data model should a consultant use?

- A. Electronic health record (EHR) data model
- B. Integrated Care Management data model
- **C. Clinical data model**
- D. Virtual Care data model

**Answer: C**

### NEW QUESTION # 106

At Bloomington Caregivers, care coordinators can only view patient records they own in Health Cloud. Moving forward, a small subset of auditors need access.

What should a consultant do to expand this access?

- A. Create a user access policy with grant permissions.
- B. Update organization-wide default for Account and Contract to Public Read-Only.
- **C. Create a criteria-based Account sharing rule.**
- D. Create a restriction rule for the Person Account object.

**Answer: C**

Explanation:

Expanding Access to Auditors:

Exact Extract:

"Use criteria-based sharing rules to grant additional access to Person Account (patients) records for users or groups who do not own the records, such as auditors." Reference:

Other Options:

Restriction rule: Restricts, not expands, access.

User access policy: Not a Salesforce standard for sharing data.

Changing org-wide default to Public Read-Only: Not best practice for PHI and patient data-should use sharing rules for scoped access.

### NEW QUESTION # 107

An external provider wants to get a patient's allergy information from Bloomington Caregivers' Health Cloud system. Which Health Cloud API should a consultant recommend?

- A. Clinical Summary Healthcare API
- **B. Q Interoperability API**
- C. AllergyMedication API
- D. Patient Healthcare API

**Answer: B**

Explanation:

Step-by-Step Explanation:

Requirement:

External provider needs access to patient allergy information.

Interoperability API:

Salesforce Health Cloud provides FHIR-based Interoperability APIs that expose clinical data, including AllergyIntolerance resources.

"Use the Health Cloud Interoperability API (FHIR R4) to retrieve AllergyIntolerance resources and other clinical data for a patient."  
- Health Cloud Interoperability API Guide

Other Options:

Clinical Summary Healthcare API: Provides a summary but not structured, granular allergy data.

AllergyMedication API: Not a standard Salesforce API.

Patient Healthcare API: Broader resource, but allergies specifically are available through the Interoperability API.

Reference:

**NEW QUESTION # 108**

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

**Answer: B,D,E**

Explanation:

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

Reference:

Contact Center for Health Cloud Overview

Health Cloud: Enhanced Timeline





OmniStudio: FlexCards

**NEW QUESTION # 109**

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