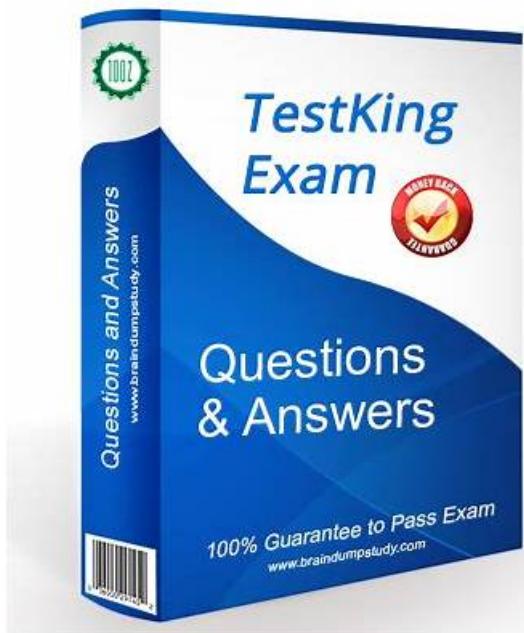


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Salesforce Health Cloud Accredited Professional is a certification program designed for individuals who have expertise in the healthcare industry and are skilled in using the Salesforce Health Cloud platform. Salesforce Health Cloud Accredited Professional certification exam is the ideal way for healthcare professionals to demonstrate their proficiency in using this platform and their knowledge of the healthcare industry.

Salesforce Health Cloud Accredited Professional Sample Questions (Q85-Q90):

NEW QUESTION # 85

An agent at a MedTech company requires a UI component that displays customer data and contains a link to create a new order. Once clicked, the link starts a process to build a new order and displays the available products for purchase. Which three OmniStudio capabilities are required to solve this use case?

- A. Integration Procedures
- B. **FlexCards**
- C. **OmniScript**
- D. **Document Generation**
- E. DataRaptors

Answer: B,C,D

Explanation:

To solve the use case of creating a new order and displaying available products for purchase, a developer should leverage the following OmniStudio capabilities:

OmniScript: This is a capability that allows developers to create guided flows that capture user inputs and execute business logic. OmniScript can be used to create a process that builds a new order based on customer data and product selection9. FlexCards: This is a capability that allows developers to create reusable UI components that display data from various sources. FlexCards can be used to create a component that shows customer data and contains a link to start the OmniScript flow10. Document Generation: This is a capability that allows developers to create documents based on templates and data from various sources. Document Generation can be used to create an order confirmation document that shows the details of the order and products purchased11. DataRaptors or Integration Procedures are not required capabilities for this use case.

NEW QUESTION # 86

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?

Choose 3 answers

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

Answer: A,B,D

Explanation:

To enhance the user experience for call center agents in Salesforce Health Cloud, particularly on patient records, implementing specific components from the Contact Center for Health Cloud is essential.

1. Timeline:

The Timeline component provides a chronological view of all interactions and events related to a patient. This includes appointments, communications, and care activities. By presenting this information in a consolidated timeline, agents gain a comprehensive

understanding of the patient's history, enabling informed and personalized interactions.

Salesforce

2. Member Plan FlexCard:

The Member Plan FlexCard displays essential details about a patient's insurance plan, such as coverage information, benefits, and eligibility. This readily accessible information allows agents to address patient inquiries regarding their insurance without navigating through multiple systems, thereby improving efficiency and service quality.

Salesforce

3. Record Alerts:

Record Alerts notify agents of critical changes or important information related to a patient's record. These alerts can be configured to highlight updates such as changes in contact information, care plans, or new health concerns. By receiving timely alerts, agents can proactively address issues and provide up-to-date information to patients.

Salesforce

Implementing these components ensures that call center agents have a holistic view of patient information, can promptly respond to changes, and access insurance details efficiently. This integrated approach enhances patient engagement, satisfaction, and overall care coordination.

References:

Health Cloud Contact Center Enhancements

Contact Center for Health Cloud

NEW QUESTION # 87

In which two ways can Makana health service administrator prevent unauthorized users accessing the data?(choose two)

- A. Install shield and enable mask.
- B. optimize data using mask
- C. use field level security setting, record access setting and object permission.
- D. Encrypt the data using shield
- E. create sharing sets

Answer: A,D

NEW QUESTION # 88

Which entity in the new data model of Health Cloud can be used to store mappings between different coding systems such ICD and HCC codes?

- A. Codeset Bundle
- B. ContactPoint
- C. Codesets
- D. Identifier

Answer: C

Explanation:

Code Sets are the entity in the new data model of Health Cloud that can be used to store mappings between different coding systems such as ICD and HCC codes. Code Sets are a collection of codes that represent a specific concept or value in a terminology system.

NEW QUESTION # 89

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

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

Answer: A

NEW QUESTION # 90

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