

# **Health-Cloud-Accredited-Professional Latest Exam | Clearer Health-Cloud-Accredited-Professional Explanation**



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Salesforce Health Cloud Accredited Professional certification is essential for professionals looking to advance their careers in the healthcare industry. It demonstrates their proficiency in skills required to deliver patient-centric care using Salesforce Health Cloud. Salesforce Health Cloud Accredited Professional certification provides a competitive edge in a rapidly evolving healthcare industry, where technology and innovation are driving change. It also enables professionals to take on more challenging roles and responsibilities, such as consultants, administrators, and developers, and to work on exciting healthcare projects.

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**Salesforce Health-Cloud-Accredited-Professional Exam Syllabus Topics:**

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• Implement: In implementation, Health Cloud administrators configure the finalized design specifications and best practices. Applications are tailored to customer needs, integrating OmniStudio components, and customizations as required.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• Deploy: Deployment managers use this skill to ensure pre- and post-deployment steps specific to each use case, ensuring a smooth transition from setup to operation that aligns with customer needs.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• Discovery: This phase helps project managers identify personas and stakeholders based on customer use cases. It involves analyzing essential project capabilities to meet customer needs and gathering functional and technical requirements for successful outcomes.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• Design: Here, health cloud professionals design solutions for Health Cloud features according to best practices and specific customer requirements. Patients, providers, and facilities are modeled using appropriate Health Cloud objects.</li> </ul>

## Salesforce Health Cloud Accredited Professional Sample Questions (Q65-Q70):

### NEW QUESTION # 65

Prior to go-live for Bloomington Caregivers, a consultant loads the future system users into Salesforce.

Which two permission set licenses should the consultant assign to the users to give them access to Health Cloud?

Choose 2 answers

- A. Health Cloud Foundation permission set license
- B. Health Cloud permission set license
- C. Health Cloud Standard permission set license
- D. Health Cloud Platform permission set license

**Answer: A,B**

Explanation:

When preparing for the go-live of Bloomington Caregivers, it's essential to ensure that system users have the appropriate permissions to access Health Cloud functionalities. Salesforce utilizes permission set licenses to grant users access to specific features beyond their standard user licenses. In this context, two critical permission set licenses should be assigned:

Health Cloud Permission Set License:

Purpose: This license provides users with access to features delivered in the Health Cloud managed package. It enables functionalities that are integral to Health Cloud but not included in the core Salesforce platform.

Reference:

Salesforce Developers

Health Cloud Foundation Permission Set License:

Purpose: This license grants users access to additional Health Cloud platform capabilities, including the Provider Management data model. It's essential for users who require comprehensive access to foundational Health Cloud features.

Salesforce Developers

It's important to note that while the Health Cloud Platform Permission Set License is also crucial for accessing Health Cloud features built directly on the Salesforce platform, it is not listed as an option in the provided question. Therefore, among the given choices, options A and C are the most appropriate to assign to users to ensure they have the necessary access to Health Cloud functionalities.

For a comprehensive understanding and step-by-step guidance on assigning these permission set licenses, please refer to Salesforce's official documentation:

Assign Health Cloud Permission Sets and Permission Set Licenses:

Salesforce Developers

This resource provides detailed instructions on how to view and assign the necessary permission sets and licenses to users, ensuring they have the appropriate access required for their roles within Health Cloud.

### NEW QUESTION # 66

How should a consultant recommend modeling a physician's locations of service, when the physician practices at multiple hospitals

and clinics?

- A. Healthcare Provider Relationship
- B. **Healthcare Practitioner Facility**
- C. Account Contact Relationship
- D. Healthcare Taxonomy

**Answer: B**

Explanation:

The Healthcare Practitioner Facility object in Salesforce Health Cloud allows modeling of a physician's locations of service. It captures relationships between healthcare practitioners and the facilities (hospitals, clinics, etc.) where they practice.

Key Features of Healthcare Practitioner Facility:

- \* Multiple Locations: Tracks all locations where a physician practices.
- \* Relationships: Links practitioners to facilities, ensuring accurate mapping of service areas.
- \* Operational Benefits: Facilitates scheduling, referrals, and care coordination by providing accurate location data.

Why Other Options Are Incorrect:

- \* Healthcare Taxonomy: Used to classify healthcare providers based on specialties and services, not locations.
- \* Healthcare Provider Relationship: Tracks relationships between healthcare organizations or facilities, not individual physician locations.
- \* Account Contact Relationship: Provides a general relationship mapping but lacks the specificity required for modeling service locations.

References:

Health Cloud Data Model for Practitioners and Facilities

#### **NEW QUESTION # 67**

Which three of the following Health Cloud objects are part of the standard Care Management data Model?  
(Choose three)

- A. CareProgramGoal
- B. **CarePlanGoal**
- C. CarePlan Template Task
- D. **TimelineViewConfiguration**
- E. CareSpeciality

**Answer: B,C,D**

#### **NEW QUESTION # 68**

Bloomington Caregivers is implementing Health Cloud to reduce manual processes for its Contact Center agents. To help streamline caller authentication, the company plans to leverage out-of-the-box Health Cloud features.

Which Health Cloud feature should a consultant recommend the company use in this scenario?

- A. Reusable Verification FlexCards
- B. Customer Identity OmniScript Templates
- C. **Verify Customer Identity Process Flow**
- D. Identity Verification Flow Templates

**Answer: C**

Explanation:

To streamline caller authentication and reduce manual processes for Contact Center agents, Bloomington Caregivers can utilize the "Verify Customer Identity Process Flow" feature in Salesforce Health Cloud.

Verify Customer Identity Process Flow:

This out-of-the-box feature enables agents to verify a caller's identity before processing requests involving sensitive information, ensuring compliance with regulations such as HIPAA.

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Key Components:

- \* Identity Verification Flow: A guided process that prompts agents to ask callers specific verification questions, such as date of birth, address, or other identifying information. This ensures that only authorized individuals access sensitive health information.

Salesforce

\* Utility Bar Integration: The verification flow can be embedded in the utility bar of the Health Cloud console, providing agents with quick access during calls. This integration streamlines the verification process, reducing the time and effort required for authentication.

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Implementation Steps:

\* Customize Verification Questions: Administrators can tailor the verification questions to align with organizational policies and the types of information available in patient records. This customization ensures that the verification process is both effective and relevant.

Salesforce

\* Embed the Verification Flow: Add the Verify Caller Identity flow to the utility bar or relevant record pages within the Health Cloud console. This placement allows agents to initiate the verification process seamlessly during interactions with callers.

Salesforce

\* Agent Training: Provide training to Contact Center agents on using the verification process flow, emphasizing the importance of verifying caller identity to protect personal health information and comply with regulatory requirements.

Benefits:

\* Enhanced Security: Ensures that sensitive health information is disclosed only to verified individuals, protecting patient privacy.

\* Regulatory Compliance: Assists in adhering to healthcare regulations, such as HIPAA, by implementing standardized verification procedures.

\* Operational Efficiency: Reduces manual verification processes, allowing agents to focus on providing quality service to callers. By implementing the Verify Customer Identity Process Flow, Bloomington Caregivers can enhance the security and efficiency of their Contact Center operations, ensuring that patient information is handled with the utmost care and in compliance with regulatory standards.

References:

Verify the Caller

Protect Health Information by Verifying Caller Identity

## NEW QUESTION # 69

A payer receives faxes for clinical review as part of the determination process. The payer needs Health Cloud to automatically capture the data from the documents received from patients and manage the end-to-end approval process.

Which two Health Cloud capabilities should a consultant recommend as a way to build this process?

Choose 2 answers

- A. Intelligent Document Automation
- B. Integrated Care Management
- C. Utilization Management
- D. Care Authorizations

Answer: A,C

Explanation:

To automate the capture of data from faxes for clinical reviews and manage the approval process in Salesforce Health Cloud, the following capabilities are recommended:

1. Utilization Management (A):

Utilization Management in Health Cloud supports the payer's clinical review process by enabling workflows for reviewing medical necessity and care appropriateness.

It provides structured workflows for processing clinical documents, making it ideal for end-to-end determination and approval processes.

Features include care authorizations, review tracking, and decision management.

2. Intelligent Document Automation (C):

Intelligent Document Automation extracts data from documents (e.g., faxes, PDFs) and populates corresponding Salesforce records.

This capability reduces manual data entry, improves accuracy, and ensures data is automatically captured from the faxes received. Paired with Salesforce workflows, it can trigger approvals or further reviews based on extracted data.

Why Other Options Are Incorrect:

B . Integrated Care Management: Focuses on patient care plans and coordination, not clinical review or payer processes.

D . Care Authorizations: Handles care approvals but does not support document data extraction or end-to-end review processes.

Reference:

Utilization Management in Health Cloud

Intelligent Document Automation Overview

## NEW QUESTION # 70

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