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Salesforce Health Cloud Accredited Professional Sample Questions (Q61-

Q66):

NEW QUESTION # 61

Which three actions can providers take with the help of the Contact Tracing feature in Health Cloud? (Choose three.)

- A. Perform an audit of the Contact Record to keep track of the changes made to the Contact record by users.
- B. Perform contact tracing of their internal employees during an infectious disease outbreak or pandemic.
- C. Perform contact tracing of their patients during an infectious disease outbreak or pandemic.
- D. Track their patients as contacts by using Contact entity in Salesforce.
- E. Track the location duration and number of participants in each contact encounter that the infected person was involved in.

Answer: B,C,E

Explanation:

According to the Health Cloud Implementation Guide, Contact Tracing is a feature in Health Cloud that allows providers to perform contact tracing of their internal employees or their patients during an infectious disease outbreak or pandemic. Contact Tracing helps providers identify and monitor people who have been exposed to an infected person and provide them with guidance and resources. With the help of Contact Tracing, providers can perform the following three actions:

Perform contact tracing of their internal employees during an infectious disease outbreak or pandemic. This action allows providers to track and manage the health status of their employees who may have been exposed to an infection at work or in the community.

Perform contact tracing of their patients during an infectious disease outbreak or pandemic. This action allows providers to track and manage the health status of their patients who may have been exposed to an infection during a visit or in the community.

Track the location, duration, and number of participants in each contact encounter that the infected person was involved in. This action allows providers to collect and analyze data about the exposure risk and transmission patterns of an infection. Performing an audit of the Contact Record to keep track of the changes made to the Contact record by users is not an action that providers can take with the help of Contact Tracing. Tracking their patients as contacts by using Contact entity in Salesforce is not an action that providers can take with the help of Contact Tracing.

NEW QUESTION # 62

An administrator at Bloomington Caregivers has received a change request to alter the appearance of the timeline so that it displays vertically instead of horizontally.

Which step should the administrator take when implementing this change request?

- A. Find the Timeline Orientation setting in Custom Metadata, which controls the orientation of all timelines, and change the value to vertical.
- B. Find the Timeline View Configuration for each relevant timeline in the Health Cloud - Lightning Admin app and change the orientation to vertical.
- C. Enable Timeline in Salesforce Setup, then configure and activate new timeline and add to the relevant Lightning record.
- D. Enable Timeline in Salesforce Setup, then set the toggle for vertical orientation to true to set all timeline orientations as vertical.

Answer: B

Explanation:

To modify the timeline orientation in Health Cloud, administrators can adjust the Timeline View Configuration to display the timeline vertically.

Steps:

Access Timeline View Configuration:

Open the Health Cloud - Lightning Admin app in Salesforce.

Locate Timeline View Configuration records.

Edit the Configuration:

Select the relevant configuration for the timeline you wish to update.

Change the orientation setting to Vertical.

Save and activate the updated configuration.

Verify the Changes:

Check the timeline in the respective Lightning record pages to ensure the vertical layout is applied.

Why Other Options Are Incorrect:

A . Enable Timeline in Salesforce Setup: Timelines are already enabled in Health Cloud, and appearance changes are handled at the configuration level.

B . Toggle in Setup: There is no global toggle for orientation in Salesforce Setup.

D . Custom Metadata: Timeline orientation is not controlled by custom metadata; it's managed through view configurations.

Supporting Documentation:

Timeline Configuration Overview (help.salesforce.com)

NEW QUESTION # 63

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. Verify Customer Identity Process Flow
- C. Identity Verification Flow Templates
- D. Customer Identity OmniScript Templates

Answer: B

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 # 64

Which two use cases can be enabled using the Remote Patient Monitoring feature in Health Cloud? (Choose two.)

- A. Monitor the location of the patient using the GPS on their mobile device.
- B. Bring in all the device generated data for the entire patient population to create a device data lake within Health Cloud.

- C. Use a meaningful subset of the data generated by connected devices to drive patient engagement and intervention.
- D. Connect the patient's social media accounts to the patient profile and use information contained in social media feeds to monitor the patient's health.
- E. Use the data generated by connected devices used by patient to monitor the patient's health.

Answer: C,E

Explanation:

According to the Salesforce documentation², Remote Patient Monitoring is a feature in Health Cloud that enables healthcare organizations to use the data generated by connected devices used by patients to monitor their health and provide personalized care. Remote Patient Monitoring allows healthcare organizations to:

Use a meaningful subset of the data generated by connected devices to drive patient engagement and intervention. Remote Patient Monitoring helps healthcare organizations filter and prioritize the device data based on predefined rules and thresholds, and trigger actions such as alerts, tasks, or messages when certain conditions are met².

Use the data generated by connected devices used by patients to monitor their health. Remote Patient Monitoring helps healthcare organizations collect and store the device data in Health Cloud, and display it in various views such as charts, dashboards, or reports. This helps healthcare professionals gain insights into the patients' health status, trends, and outcomes².

NEW QUESTION # 65

During a design session, the client asks for best practices around when to use DataRaptors vs. Integration Procedures. For which scenario should a consultant advise the client to use a single DataRaptor?

- A. The dataset required needs to read two SObjects with a clearly defined relationship.
- B. The action must perform a SendMail task and check for any errors.
- C. The dataset requires connecting to an external data source, such as CSV or REST API.
- D. The task requires both a read and write of SObject data.

Answer: A

Explanation:

In Salesforce OmniStudio, DataRaptors and Integration Procedures are both tools designed to handle data operations, but they serve different purposes and are suited to distinct scenarios.

DataRaptors:

DataRaptors are declarative tools used to extract, transform, and load data to and from Salesforce objects. They are ideal for straightforward data operations involving a limited number of objects.

Integration Procedures:

Integration Procedures are server-side processes that execute multiple actions in a single server call. They are designed for complex data operations, especially those involving multiple data sources or requiring orchestration of various steps.

Scenario Analysis:

Option A: The dataset required needs to read two SObjects with a clearly defined relationship.

Approach: A single DataRaptor Extract can efficiently handle this scenario by utilizing relationship queries to retrieve data from two related SObjects. DataRaptors support extracting data from multiple objects, provided there is a defined relationship between them, such as a parent-child relationship.

Option B: The action must perform a SendMail task and check for any errors.

Approach: This scenario involves sending an email and handling error checking, which goes beyond simple data extraction or loading. An Integration Procedure would be more appropriate here, as it can orchestrate multiple actions, including sending emails and managing error handling.

Option C: The task requires both a read and write of SObject data.

Approach: While DataRaptors can perform both read (Extract) and write (Load) operations, if the task involves complex logic or multiple steps, an Integration Procedure might be more suitable to manage the orchestration of these actions.

Option D: The dataset requires connecting to an external data source, such as CSV or REST API.

Approach: Connecting to external data sources typically requires capabilities beyond DataRaptors. Integration Procedures can handle REST API calls and integrate external data, making them the appropriate choice for this scenario.

Best Practices:

Use DataRaptors When:

You need to perform simple CRUD operations on Salesforce data.

The data operations involve a limited number of related objects.

Minimal transformation or processing logic is required.

Use Integration Procedures When:

The process involves multiple steps or complex logic.

You need to integrate with external systems or APIs.
Error handling and conditional processing are necessary.
Reference:
**OmniStudio

NEW QUESTION # 66

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