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The HCA-Cloud certification exam covers a range of topics, including healthcare industry regulations, patient management, and data management. Professionals who Pass Health-Cloud-Accredited-Professional Exam have a deep understanding of the healthcare industry, and are able to leverage Salesforce Health Cloud to improve patient care, streamline processes, and drive business outcomes.

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### Salesforce Health Cloud Accredited Professional Sample Questions (Q16-Q21):

#### NEW QUESTION # 16

Bloomington Caregivers want to offer its patients remote monitoring to bring data from patient devices into Health Cloud. Which set of records should an administrator populate to implement this functionality?

- A. Units of Measure, Code Sets, Remote Monitoring Device Types, Care Episodes
- B. Units of Measure, Remote Monitoring Device Types, Care Observations, Code Sets
- C. Code Sets, Biometrics, Care Observations, Chart Metrics
- **D. Code Sets, Units of Measure, Care Metric Targets, Care Observations**

**Answer: D**

#### NEW QUESTION # 17

A client wants to store data for patient's smartwatch to display within the Remote Monitoring charts. What object would you store this information in?

- A. Identifiers
- **B. Care Observations**
- C. Clinical Encounters
- D. DiagnosticSummary

**Answer: B**

Explanation:

According to the Salesforce documentation<sup>2</sup>, Care Observations is an object in Health Cloud that is used to store the data for patient's smartwatch to display within the Remote Monitoring charts. Care Observations include information such as the observation type, value, unit, date, and time. Care Observations can be created from various sources, such as connected devices, manual entry, or external systems<sup>2</sup>.

#### NEW QUESTION # 18

An Health Cloud administrator has a requirement to display a custom field from the HealthCondition object that categorizes High Risk Conditions on the Patient Card. Which two are steps required to achieve this? (Choose two.)

- A. Create a custom formula the Account object.
- B. Create an APEX Trigger to categorize the High Risk Conditions.
- **C. Add the newly created custom formula field on the Patient Card referencing the HelthCondition object.**
- **D. Create a custom formula field on the Custom HealhCondition object.**

**Answer: C,D**

#### NEW QUESTION # 19

Bloomington Caregivers has replaced its legacy Contact Center application with Health Cloud. During user acceptance testing (UAT), the call center team is reporting differences between current Identity Verification business processes and what was built in Health Cloud.

The call center manager has requested the following changes:

- \* Birth Date be available in results and as an optional verifier, but no longer required for verification purposes

- \* Add 'Bloomington ID', a custom field on Account, to search results and as a required verifier. What should a consultant do to meet these requirements?

- A. Add 'Bloomington ID' to the picklist choices within the Identity Verification flow and mark it as required. Remove the Birth Date record from the required fields picklist and add Birth Date to the optional verifiers picklist.
- **B. Add two new Identity Verification Process Field records for 'Bloomington one with Field Type set to Result Field and one with Field Type set to Required Verifier. Change the Birth Date record with Field Type value Required Verifier to Optional Verifier.**
- C. Add two new Identity Verification Process Field records for 'Bloomington to one with the Field Type set to Result Field and one with Field Type set Optional Verifier. Delete the Birth Date record which has the Field Type value Required Verifier.
- D. Add two new Identity Verification Process Field records for "Bloomington Set the Field Type to Result Field and set the Required field to true.

**Answer: B**

Explanation:

Step 1: Requirement Analysis

- \* Birth Date should be a result field and an optional verifier (not required).

- \* Bloomington ID (a custom field) should appear in search results and be a required verifier.

Step 2: Salesforce Health Cloud Identity Verification Process Configuration The Identity Verification Process Field object in Health Cloud determines which fields are used for search results, required verification, or optional verification during the identity verification process.

You can add multiple records for a field with different purposes (e.g., one as Result Field and another as Required/Optional Verifier).

Extract:

"You can add or modify Identity Verification Process Field records to control which fields are shown as search results, required verifiers, or optional verifiers. For example, to make a field a required verifier, set Field Type to 'Required Verifier'. To make a field show in results, set Field Type to 'Result Field'. You can have more than one record for the same field with different Field Types."

Administer Health Cloud - Identity Verification Process Step 3: Actions Needed

- \* For Bloomington ID:

- \* Add a record with Field Type = Result Field (to display in search results)

- \* Add another record with Field Type = Required Verifier (to make it a required field for verification)

- \* For Birth Date:

- \* Update the current record so that Field Type is changed from Required Verifier to Optional Verifier (to make it not required but still usable as a verifier)

- \* Ensure there is a record with Field Type = Result Field if Birth Date should show in the results

Step 4: Review of Options

- \* A: Incorrect; it says to delete the Birth Date Required Verifier instead of changing it to optional.

- \* B: Not the right object/method; doesn't mention the correct object (Identity Verification Process Field).

- \* C: Correct; matches the best practices and object structure in Health Cloud.

- \* D: Incomplete; does not cover all configuration requirements.

Verified Answer:

C). Add two new Identity Verification Process Field records for 'Bloomington one with Field Type set to Result Field and one with Field Type set to Required Verifier. Change the Birth Date record with Field Type value Required Verifier to Optional Verifier.

References:

Health Cloud Identity Verification Process Setup

## NEW QUESTION # 20

Bloomington Caregivers is looking to view potential drug-to-drug interactions for its patients' medications and make recommendations based on that data within Health Cloud.

Which Health Cloud add-on should a consultant recommend to fulfill this requirement?

- A. RxNorm DDI Connectivity
- B. Medication Interactions
- **C. Medication Management**
- D. Allergy Intolerance

**Answer: C**

Explanation:

Step 1: Requirement Analysis

\* Bloomington Caregivers wants to view potential drug-to-drug interactions for patients' medications and make recommendations based on that data within Health Cloud.

Step 2: Health Cloud Add-On for Drug Interaction

The Medication Management add-on in Salesforce Health Cloud is specifically designed to handle comprehensive medication tracking, including the ability to surface potential drug-to-drug interactions and provide recommendations for care teams.

Extract:

"With Health Cloud Medication Management, you can track all of a patient's prescribed and OTC medications, receive potential drug-drug interaction alerts, and use this data to provide recommendations and clinical guidance." Administer Health Cloud - Medication Management

\* Medication Interactions and RxNorm DDI Connectivity are not standalone Salesforce Health Cloud add-ons; the capability is delivered as part of the broader Medication Management feature set.

\* Allergy Intolerance is used to track allergy data, not drug interactions.

## NEW QUESTION # 21

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