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Salesforce Health Cloud Accredited Professional exam is designed for professionals who wish to demonstrate their expertise in managing health care data and patient information using the Salesforce Health Cloud platform. Salesforce Health Cloud Accredited Professional certification is ideal for individuals who work in the healthcare industry, including medical practitioners, health data analysts, and IT professionals who specialize in healthcare.

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### Salesforce Health Cloud Accredited Professional Sample Questions (Q38-Q43):

#### NEW QUESTION # 38

A provider uses an external appointment management system. The default solution provided by Health Cloud is not viable for the provider.

How should a consultant implement a robust system for the provider?

- A. Create a custom FHIR Adapter to make calls to Health Cloud.
- B. Use a package created by ISV (Independent Software Vendor) for Health Cloud.
- C. Use an electronic health record (EHR) routing system to book the appointment in Health Cloud
- **D. Create an Apex class and leverage Intelligent Appointment Management.**

**Answer: D**

#### NEW QUESTION # 39

Which Health Cloud feature helps ensure compliance with Health Insurance Portability and Accountability Act (HIPAA) regulations?

- A. Data visualization and analytics
- **B. User authentication and access control**
- C. Real-time monitoring and alerts
- D. Social media integration

**Answer: B**

Explanation:

To ensure compliance with HIPAA regulations, a Health Cloud feature that is essential is user authentication and access control. This feature allows Health Cloud administrators to verify the identity of users who access patient health information and assign appropriate permissions and sharing rules to limit their access to the minimum necessary. User authentication and access control helps protect patient privacy and prevent unauthorized access or disclosure of protected health information (PHI). Real-time monitoring and alerts, social media integration, or data visualization and analytics are not features that directly help ensure HIPAA compliance.

#### NEW QUESTION # 40

While not every component or attribute within Health Cloud is customizable, which three of the following components are customizable within Health Cloud? (Choose three.)

- A. HER data
- **B. Custom label**
- **C. Timeline**
- **D. Patient Card**
- E. Life Events

**Answer: B,C,D**

#### NEW QUESTION # 41

While running user acceptance testing (UAT) for a customer, an end user is unable to view certain data on the Enhanced Timeline for Contact Center.

What should be the first step in troubleshooting this issue?

- A. Ensure the component has been activated
- **B. Ensure the user has the right object permissions.**
- C. Check the Health Cloud Data permission set assignment
- D. Check the Enhanced Patient permission set assignment

**Answer: B**

Explanation:

A is correct because ensuring the user has the right object permissions is the first step in troubleshooting this issue. The Enhanced Timeline for Contact Center displays records from various objects, such as Case, Engagement Interaction, Engagement Topic, and Task. The user needs to have at least read access to these objects and their fields to view them on the timeline. The administrator can check and modify the user's object permissions from their profile or permission set.

#### **NEW QUESTION # 42**

While setting up Advanced Therapy Management, a consultant wants to have d to Care Programs during enrollment. They need to customize the Health Cloud enrollment process to match their customer's process.

What should the clone to customize for the customer, while leveraging out-of-the-box Health Cloud functionality?

- **A. Flow**
- B. Apex Class
- C. Flexcard
- D. Omniscript

**Answer: A**

Explanation:

To customize the Health Cloud enrollment process for Advanced Therapy Management, Flows are the recommended tool as they are declarative and leverage out-of-the-box functionality. Flows allow customization of the enrollment process without requiring custom code.

Key Features of Flows:

Declarative Customization: Enables the configuration of the enrollment process to match specific business workflows.

Integration with Care Programs: Automates enrollment steps, such as eligibility checks, consent capture, and assigning care programs.

Reusability: Configured flows can be reused or modified for other processes within the Health Cloud ecosystem.

Why Other Options Are Incorrect:

A . Apex Class: While possible, customization through code is less efficient and harder to maintain compared to Flows.

C . OmniScript: Ideal for dynamic user interactions but not required for standard enrollment customization.

D . FlexCard: Used for displaying information, not for managing enrollment processes.

Reference:

Health Cloud Flows for Enrollment

#### **NEW QUESTION # 43**

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