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Salesforce Health Cloud Accredited Professional Certification Exam is an excellent way to demonstrate your expertise and proficiency in Salesforce Health Cloud. It covers a wide range of topics related to healthcare operations and patient management, and passing the exam can help you advance your career in this field. Whether you are an experienced healthcare professional or new to Salesforce Health Cloud, this certification exam can help you enhance your skills and demonstrate your commitment to providing high-quality healthcare services.

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Salesforce Health Cloud Accredited Professional Sample Questions (Q109-Q114):

NEW QUESTION # 109

A consultant is implementing Identity Verification for their customer's customer service representatives and needs to add a new search parameter.

Which record should the consultant configure to accomplish this?

- A. Linked Identity Search Detail
- B. Identity Verification Process Detail
- C. Verification Search Feature
- D. **Identity Verification Parameter Item**

Answer: D

Explanation:

In Salesforce Health Cloud's Identity Verification framework, you can configure which search parameters (such as date of birth, SSN, phone number, etc.) are used by customer service representatives to verify a member or patient's identity.

To add a new search parameter, you configure an Identity Verification Parameter Item record.

* Identity Verification Parameter Item# Defines the actual search fields that will be used in the verification process.

* These parameter items are tied to the Identity Verification Process Detail to determine how the verification is performed.

Why not the others?

- * A. Verification Search Feature - This controls whether identity verification search is enabled, but not the specific search parameters.
- * B. Identity Verification Process Detail - This defines the steps and rules of the verification process, but doesn't store the search fields themselves.
- * D. Linked Identity Search Detail - Used to configure linked identities across systems, not to add new search parameters.

Salesforce Health Cloud Reference:

Salesforce Help - Identity Verification in Health Cloud

"To configure the search fields that agents use for member or patient identity verification, create and manage Identity Verification Parameter Item records."

* Salesforce Health Cloud Identity Verification Documentation

NEW QUESTION # 110

An external provider wants to get a patient's allergy information from Bloomington Caregivers' Health Cloud system. Which Health Cloud API should a consultant recommend?

- A. Clinical Summary Healthcare API
- B. **Q Interoperability API**
- C. AllergyMedication API
- D. Patient Healthcare API

Answer: B

Explanation:

Step-by-Step

Requirement:

External provider needs access to patient allergy information.

Interoperability API:

Salesforce Health Cloud provides FHIR-based Interoperability APIs that expose clinical data, including AllergyIntolerance resources.

"Use the Health Cloud Interoperability API (FHIR R4) to retrieve AllergyIntolerance resources and other clinical data for a patient."

- Health Cloud Interoperability API Guide

Other Options:

Clinical Summary Healthcare API: Provides a summary but not structured, granular allergy data.

AllergyMedication API: Not a standard Salesforce API.

Patient Healthcare API: Broader resource, but allergies specifically are available through the Interoperability API.

Reference:

Health Cloud Interoperability API Guide

NEW QUESTION # 111

A customer is looking to implement Discovery Framework to manage their intake and clinical assessments.

Which three capabilities should a consultant configure with Health Cloud out-of-the-box to enhance their assessment functionality?

- A. FHIR Question Bank
- B. Adding a QR Code
- C. Digital Signature Capture
- D. SMS Assessment Completion
- E. Using Previously Submitted Responses

Answer: A,C,E

Explanation:

To enhance their assessment functionality with Discovery Framework, a consultant should configure the following capabilities with Health Cloud out-of-the-box:

Using Previously Submitted Responses: This capability allows users to pre-populate assessment questions with responses from previous assessments, saving time and effort. Users can also edit the responses if needed1.

Digital Signature Capture: This capability allows users to capture electronic signatures from patients or other parties on the assessment form, ensuring consent and compliance. Users can also view and download the signed document as a PDF file2.

Adding a QR Code: This capability allows users to generate a QR code for the assessment form, which can be scanned by patients or other parties to access and complete the assessment on their mobile devices. Users can also track the status of the QR code and send reminders if needed3. FHIR Question Bank or SMS Assessment Completion are not capabilities that are available with Health Cloud out-of-the-box.

NEW QUESTION # 112

A provider has moved an existing office to a new location and wants to ensure that whenever a patient books an appointment on the existing portal, the patient receives an email with the new address.

How should a developer modify the existing Create Appointment Integration Procedure to solve the request?

- A. Add a Conditional Block.
- B. Remove the Try-Catch.
- C. Build If-Else logic.
- D. Update the Test Condition.

Answer: A

Explanation:

A Conditional Block in an Integration Procedure allows you to execute a group of actions based on specific conditions. This means that certain steps within the procedure will only run when predefined criteria are met, enabling dynamic and context-sensitive processing.

Implementation Steps:

Identify the Condition:

Determine the specific condition under which the email with the new address should be sent. For instance, if the appointment is booked at the new location, the condition could be based on the location ID or name.

Configure the Conditional Block:

Add a Conditional Block: Within your Integration Procedure, insert a Conditional Block where you want the conditional logic to apply.

Set the Execution Conditional Formula: Define the condition that evaluates to true when the email should be sent. For example, if the

new location has an ID of 'New_Location_ID', the formula might be:

shell

Copy code

```
%AppointmentLocationId% == 'New_Location_ID'
```

Add Actions Within the Conditional Block: Inside this block, include the necessary actions to send the email. This could involve:

Set Values Action: To define the email content, including the new address.

Email Action: To send the email to the patient.

Test the Integration Procedure:

Ensure that when an appointment is booked at the new location, the condition evaluates to true, triggering the email. Conversely, verify that appointments at other locations do not trigger this email.

Benefits of Using Conditional Blocks:

Dynamic Processing: Executes specific actions only when certain conditions are met, enhancing efficiency.

Simplified Logic Management: Organizes conditional logic within the Integration Procedure, making it easier to manage and maintain.

Improved Performance: By executing only necessary actions, it reduces processing time and resource consumption.

Reference:

Create a Conditional Block Example with If-Elseif-Else Logic: This Salesforce Help article provides a detailed example of configuring a Conditional Block within an Integration Procedure, demonstrating how to execute actions based on specific conditions.

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Group Integration Procedure Steps Using Blocks: This resource explains how to group related steps in an Integration Procedure using blocks, including Conditional Blocks, to execute them based on defined conditions.

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By adding a Conditional Block to the Create Appointment Integration Procedure, you can ensure that patients receive an email with the new office address only when they book an appointment at the new location, thereby enhancing communication and patient experience.

NEW QUESTION # 113

Which of the following Salesforce and Health Cloud objects can be used to represent Provider and their relationship in a Provider Management data model? (Choose Three.)

- A. Healthcare Provider
- B. Contact
- C. Lead
- D. Healthcare Practitioner Facility
- E. Case

Answer: A,B,D

Explanation:

Reference and details below.

Set Up Data for Provider Cards

The data that helps users identify practitioners is stored in the provider objects. You can use Composite API requests to do populate these objects with provider and practitioner data.

You can create objects individually by using the Lightning Platform SOAP API or REST API. Or you can use the Composite resource in the REST API to create and link multiple records with a single API call. This lets you create 200 records per call.

Let's say we want to add healthcare provider Dr. Scott Kaplan to your records. This example shows how to use a single API call to create Account, Contact, HealthcareProvider, PersonEducation, HealthcareProviderNpi, HealthcarePractitionerFacility, HealthcareProviderSpeciality, HealthcareFacilityNetwork, and HealthcareProviderTaxonomy records with Dr. Scott Kaplan's data. It also shows how to use a composite request to link records using Dr. Kaplan's contactId as the practitionerId.

Execute this example using a composite request:

NEW QUESTION # 114

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