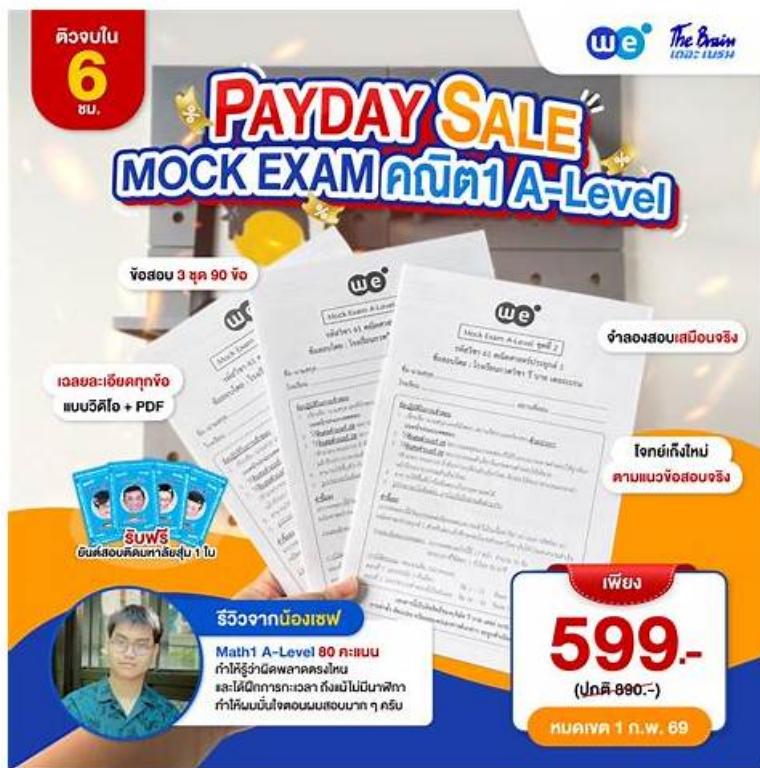


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Salesforce Health Cloud Accredited Professional Sample Questions (Q102-Q107):

NEW QUESTION # 102

Bloomington Caregivers has created and tested its first care plan template in sandbox, which includes problems, goals, and tasks. The company has deployed this template to its final environment using Data Loader.

Which two steps should a consultant recommend, following this deployment, to enable users to successfully leverage this new template?

Choose 2 answers

- A. Activate the new care plan template.
- B. Confirm User access to Care Plan objects.
- C. Conduct end-user training on the use of the care plan template.

- D. Activate the problems, goals, and tasks associated with the template.

Answer: A,B

Explanation:

Step 1: Requirement Analysis

After deploying a care plan template (including problems, goals, and tasks) via Data Loader to the final environment, users must be able to use the new template for creating care plans in production.

Step 2: Salesforce Health Cloud Documentation Guidance

According to the official Health Cloud administration guide, two key post-deployment steps are required:

1. Confirm User Access to Care Plan Objects

Users must have the correct permissions to view, create, and use care plan templates and related records. This involves assigning the appropriate permission sets or profiles to allow access to the Care Plan, Care Plan Template, and related objects.

Extract:

"Ensure users have the necessary permissions to access care plan templates and related objects so they can view and apply templates to patients' care plans." Administer Health Cloud - Care Plans and Permissions

2. Activate the New Care Plan Template

Templates (and their related records) must be activated after being deployed to make them available for use by end users. Care plan templates in Salesforce Health Cloud have an "Active" status that must be set to "True" or "Activated" before users can select them when creating new care plans.

Extract:

"After importing care plan templates and related data, administrators must activate the template to make it available to care coordinators and clinicians." Administer Health Cloud - Deploying and Activating Care Plan Templates Other Options:

B . Activate the problems, goals, and tasks associated with the template:

Not required as a separate step. When you activate the care plan template, its associated problems, goals, and tasks become available.

D . Conduct end-user training:

While important, it is not a required technical step for enabling the template after deployment.

Verified Answers:

A . Confirm User access to Care Plan objects.

C . Activate the new care plan template.

Reference:

Administer Health Cloud - Care Plan Templates

Administer Health Cloud - User Setup

NEW QUESTION # 103

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 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.
- B. Add two new Identity Verification Process Field records for 'Bloomington' Set the Field Type to Result Field and set the Required field to true.
- 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 '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.

Answer: A

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.

Reference:

Health Cloud Identity Verification Process Setup

NEW QUESTION # 104

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

Which two out-of-the-box permission sets should the consultant assign to the users to give them access to Health Cloud?

Choose 2 answers

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

Answer: A,E

NEW QUESTION # 105

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

Answer: D

Explanation:

DataRaptors are best for extracting, transforming, and loading Salesforce data, especially when handling data from related SObjects.

Single DataRaptor for related SObjects:

Extract:

"Use a DataRaptor Extract when you need to read Salesforce data, such as retrieving fields from multiple related SObjects in a single read." (Source: Omnistudio Standard Guide - DataRaptors) Why not B, C, or D?

SendMail tasks, complex multi-step logic, or external data connections are handled by Integration Procedures, not DataRaptors.

NEW QUESTION # 106

Bloomington Caregivers is looking to streamline the user experience for its call center agents. On the patient's record, the company wants the ability to:

Inform agents about changes in information

View basic details about a patient's insurance

Have a complete view of all engagement interactions in one place

Which three components from Contact Center for Health Cloud should a consultant use to achieve this?

- A. Record Alerts
- B. Action Launcher
- C. Identity Verification
- D. Member Plan FlexCard
- E. Timeline

Answer: A,D,E

Explanation:

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference Record Alerts:

Notify agents of important or recent changes in patient information.

Extract:

"Use Record Alerts to keep agents informed of changes and critical updates on the patient's record."

- Contact Center for Health Cloud Overview

Timeline:

Provides a single, unified view of all engagement interactions, encounters, and activities with a patient.

Extract:

"Timeline shows a consolidated history of patient interactions and engagement, giving agents a complete view in one place."

- Health Cloud: Enhanced Timeline

Member Plan FlexCard:

Displays key patient insurance information directly on the record page.

Extract:

"The Member Plan FlexCard displays essential details about the patient's insurance coverage for agents."

- OmniStudio: FlexCards

Other Options:

A . Identity Verification: Used for verifying caller identity, not information display.

D . Action Launcher: Launches actions/processes, not for displaying info or alerts.

Reference:

Contact Center for Health Cloud Overview

Health Cloud: Enhanced Timeline

OmniStudio: FlexCards

NEW QUESTION # 107

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