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Salesforce Health Cloud Accredited Professional certification is suitable for healthcare professionals, such as healthcare administrators, healthcare IT professionals, healthcare consultants, and healthcare analysts. Salesforce Health Cloud Accredited Professional certification is also ideal for Salesforce administrators, developers, and architects who want to specialize in the healthcare industry.

Salesforce Health-Cloud-Accredited-Professional certification is ideal for healthcare professionals who want to enhance their knowledge and skills in the Health Cloud platform. Salesforce Health Cloud Accredited Professional certification can help professionals to demonstrate their expertise in the platform to potential employers and clients, and can also help to enhance their career prospects in the healthcare industry.

The Salesforce Health-Cloud-Accredited-Professional Exam covers a range of topics, including healthcare industry regulations and compliance, patient engagement, care coordination, and data management. Candidates are required to demonstrate their knowledge of how to use the Salesforce Health Cloud platform to manage patient data, track patient journeys, and provide personalized care plans.

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Salesforce Health Cloud Accredited Professional Sample Questions (Q34-Q39):

NEW QUESTION # 34

Bloomington Caregivers has set up Health Cloud and needs to analyze patient referrals through Salesforce reports and dashboards. Which Health Cloud unmanaged package should a consultant recommend to deliver a prebuilt dashboard and reports?

- A. Health Cloud Referral Management Reports
- B. Health Cloud Network Management Reports
- C. Health Cloud Member Referral Management Reports
- D. **Health Cloud Reports for Patient Referral Management**

Answer: D

Explanation:

Salesforce Health Cloud offers various unmanaged packages that extend its functionality by providing specialized tools and prebuilt components. For Bloomington Caregivers aiming to analyze patient referrals through Salesforce reports and dashboards, the Health Cloud Reports for Patient Referral Management unmanaged package is specifically designed to meet this need.

This package includes:

Prebuilt Reports: A set of reports focused on key metrics related to patient or member referrals, such as referral status, sources, and outcomes.

Dashboard: A comprehensive dashboard that consolidates these reports, providing visual insights into referral patterns and performance.

By installing this package, Bloomington Caregivers can leverage ready-made analytical tools to monitor and optimize their referral processes without the need to develop custom reports from scratch. This accelerates the implementation timeline and ensures that best practices in referral management reporting are utilized.

Installation Steps:

Access the Installer URL: Navigate to the installer URL for the Health Cloud Reports for Patient Referral Management package: Health Cloud Reports for Patient Referral Management.

Log In to Salesforce: Ensure you are logged into the Salesforce org where you intend to install the package.

Select Installation Audience: Choose the appropriate installation option (e.g., Install for Admins Only, Install for All Users, or Install for Specific Profiles) based on your organization's requirements.

Install the Package: Follow the on-screen instructions to complete the installation.

Verify Installation: After installation, navigate to the "Installed Packages" section in Setup to confirm that the package is listed.

Assign Permissions: Ensure that users who need access to the reports and dashboard have the necessary permissions. This may involve assigning specific permission sets or updating profile settings.

Customize as Needed: While the package provides prebuilt reports and a dashboard, you can customize them to better fit your organization's specific needs.

Implementing this package enables Bloomington Caregivers to effectively analyze and manage patient referrals, leading to improved operational efficiency and patient care outcomes.

Reference:

Install Health Cloud Packages

Monitor Patient Referrals

NEW QUESTION # 35

Bloomington Caregivers is implementing Health Cloud for managing the healthcare data of children under the age of 13.

Which three considerations should the company take into account to ensure compliance with the Children's Online Privacy Protection Act (COPPA)?

Choose 3 answers

- A. Implementing appropriate security measures to safeguard children's personal information
- B. Ensuring that Bloomington Caregivers' system implementation partner has met all COPPA regulations during the build phase
- C. Obtaining verified parental consent before collecting and storing any personal information of children
- D. Ensuring information collected about children is protected with at rest and in-transit encryption
- E. Disclosing the organization's privacy policy to parents and obtaining their consent

Answer: A,C,D

Explanation:

To comply with the Children's Online Privacy Protection Act (COPPA) while implementing Salesforce Health Cloud for managing the data of children under 13, Bloomington Caregivers must consider the following:

1. Implementing Appropriate Security Measures (Option A):

Requirement:

COPPA mandates that companies take reasonable measures to secure children's personal information against unauthorized access or disclosure.

Implementation in Health Cloud:

Use Salesforce's robust security features, such as Shield Platform Encryption, two-factor authentication, and role-based access controls, to safeguard sensitive data.

2. Ensuring Encryption of Data (Option B):

Requirement:

Personal data of children must be encrypted during storage (at rest) and transmission (in transit) to prevent unauthorized access.

Implementation in Health Cloud:

Use Salesforce Shield for platform encryption, ensuring compliance with data protection standards.

Enable HTTPS for secure communication channels and encrypt sensitive fields like names, addresses, and medical records.

3. Obtaining Verified Parental Consent (Option C):

Requirement:

Organizations must obtain verifiable consent from parents or guardians before collecting or storing any personal information about children under 13.

Implementation in Health Cloud:

Implement custom workflows or forms to capture and log parental consent.

Use audit tracking to document consent for regulatory compliance.

Other Options:

Partner Compliance (Option D):

While ensuring partners adhere to COPPA is important, it is not explicitly required by the healthcare organization itself under COPPA.

Disclosing Privacy Policies (Option E):

Disclosing policies is essential, but it is part of obtaining parental consent (Option C).

Reference:

Salesforce Shield Platform Encryption

COPPA Compliance Guidelines

NEW QUESTION # 36

Which Intelligent AppointmentManagement, What products or feature can be leveraged to supplement?

(Choose two)

- A. Tableau CRM
- B. Salesforce Field Service
- C. External Scheduling Systems
- D. Salesforce Scheduler

Answer: C,D

NEW QUESTION # 37

Users need to analyze their patient or member referrals through a prebuilt dashboard that includes reports on important aspects of their referral management.

What should a consultant do in this case?

- A. Install the unmanaged extension package that delivers Health Cloud Reports for Patient Referral Management.

- B. Install the add-on package that delivers Health Cloud Reports for Utilization Management and Health Cloud (or Patient Referral Management).
- C. Upload a Provider Referral Dashboard Template and enable the action bar so that users can generate a Patient referral Management report.
- D. Add extra picklist values to Account record type and add fields on the page layout for patient referral data for CRM Analytics to generate a Patient Referral Management report.

Answer: A

Explanation:

According to the Salesforce documentation¹, the Health Cloud Reports for Patient Referral Management is an unmanaged extension package that provides a prebuilt dashboard with reports on important aspects of referral management, such as referral status, referral source, referral age, and referral efficiency. The package also includes custom fields, custom objects, and custom report types to support the dashboard. To use this package, a consultant should install it in their org and assign the appropriate permissions to the users who need to access the dashboard. The package is compatible with Health Cloud and CRM Analytics.

Reference:

1: Provide Referral Management Reports | Health Cloud Administration | Salesforce Developers

NEW QUESTION # 38

An administrator wants to add additional fields to their Provider Search capabilities. Which two objects can they map fields from? (Choose Two.)

- A. Account
- B. Care Provider Searchable Field
- C. Person Account
- D. Healthcare Practitioner Facility
- E. Healthcare Provider

Answer: D,E

Explanation:

Reference and details below.

Use Custom Fields to Run Provider Searches

In addition to the many standard fields in the Provider data model, you can also run searches for providers using custom fields based on your business needs. To use your custom fields with Provider Search, you can map them to custom fields in the Care Provider Searchable Field object.

- The custom fields must be in either the `HealthcareProvider` or `HealthcarePractitionerFacility` objects.
- The custom fields must be of the type text, single-select picklist, or multi-select picklist.

1. From Object Manager, use Quick Find to find **Care Provider Searchable Field**.
2. Create a text field to map to the custom field that you want to use in your searches.
Make a note of the API name you set for this new field.
3. In Setup, use the Quick Find box to find **Care Provider Search Config**.
4. Click **New Care Provider Search Config**.

NEW QUESTION # 39

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