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Salesforce Health Cloud Accredited Professional Sample Questions (Q65-Q70):

NEW QUESTION # 65

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

Answer: C

Explanation:

* The Health Cloud Reports for Patient Referral Management unmanaged package provides prebuilt reports and dashboards to

analyze referrals.

Extract:

"The Health Cloud Reports for Patient Referral Management unmanaged package includes reports and dashboards that help track patient referrals in Salesforce." (Source: Administer Health Cloud - Reports and Dashboards)

* Other options are either not standard package names or do not match referral reporting.

NEW QUESTION # 66

When accessing a person account record within Health Cloud, the user must have access to the entire account.

What should a consultant do in this scenario, according to Health Cloud implementation best practice?

- A. Set Private for the Contact object.
- B. Set Modify All on the Account object at the Profile level.
- **C. Set Contacts to Controlled by Parent.**
- D. Set the organization-wide default to Public Read Write for the Account object.

Answer: C

Explanation:

Step-by-Step Explanation:

Salesforce Health Cloud Best Practice for Person Accounts Access:

Person Accounts in Salesforce are a combination of an Account and a Contact.

To ensure that access to the person account (patient record) gives access to all data on the record, Salesforce recommends setting the Contact sharing setting to "Controlled by Parent".

This means the sharing and visibility of the Contact (patient details) will follow the sharing settings of the parent Account (the Person Account).

Salesforce Documentation Reference:

"For Person Account sharing and access, set the Contact object sharing setting to Controlled by Parent. This ensures that users with access to the Account (Person Account) also have access to the associated Contact data."

- Reference: Health Cloud Implementation Guide, Sharing and Access

Why Not the Other Options?

A . Set Modify All on the Account object at the Profile level: Too broad; not recommended due to least privilege principle.

C . Set Private for the Contact object: Would prevent access to the Contact, even if user has access to the Account.

D . Set the organization-wide default to Public Read Write for the Account object: Not best practice for healthcare, as it risks overexposing sensitive data.

Reference:

Health Cloud Implementation Guide - Sharing and Access

NEW QUESTION # 67

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

Answer: D

NEW QUESTION # 68

A payer is looking to optimize the workflow for its call center, which focuses primarily on members calling to check on the status of their prior authorization requests.

How should a consultant conduct discovery to define a workflow for these call center users?

- A. Use work from another project to inform the discovery, then review it with the IT department.
- B. Build a proof of concept to present to the client and ask them for feedback.
- **C. Identify personas and ask them to walk through a day in their life, taking notes and identifying opportunities for**

optimization.

- D. Research industry trends and develop a point of view, then present it to the customer for validation.

Answer: C

Explanation:

Step 1: Requirement

Define workflow for call center users focused on prior authorization status checks.

Step 2: Best Practice for Workflow Discovery

Discovery should be user-centered, involving direct engagement with actual users (personas).

Observing and documenting their daily processes identifies real pain points and optimization opportunities.

Extract:

"Best practice for workflow discovery is to interview and observe key personas, document their processes, and map opportunities for automation and optimization." Salesforce Architect - Business Process Discovery Other options (industry research, previous projects, or proof of concept) do not provide the necessary user insight for workflow design.

NEW QUESTION # 69

Bloomington Caregivers is implementing Health Cloud to streamline the process to register patients to care programs while capturing their consent. The company plans to leverage out-of-the-box Health Cloud features.

Which Health Cloud feature should a consultant recommend the company use in this scenario?

- A. Program Eligibility Omniscrypt
- B. Enrollment Consent OmniScript
- C. Care Plan Enrollment Flow
- **D. Program Enrollment Flow**

Answer: D

NEW QUESTION # 70

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