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Quiz 2026 AP-211: Trustable Salesforce Health Cloud Accredited Professional Real Exam

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Salesforce AP-211 Exam Syllabus Topics:

Topic	Details
Topic 1	• Deploy: This domain addresses pre-deployment and post-deployment steps for specific use cases and Health Cloud capabilities, along with managing technical aspects through Mobile app capabilities.
Topic 2	• Design: This domain encompasses creating Health Cloud solution designs using best practices, modeling healthcare entities with appropriate objects, determining specific capabilities to use, defining success metrics and reporting, implementing security and compliance, developing integration strategies, and creating data migration plans.

Topic 3	• Discovery: This domain covers identifying customer personas and stakeholders, defining required capabilities from use cases, and gathering functional and technical requirements to achieve desired business outcomes.
Topic 4	• Implement: This domain focuses on installing Health Cloud, configuring applications and OmniStudio components, customizing features, implementing integrations and APIs, configuring security rules, and establishing reporting.

Salesforce Health Cloud Accredited Professional Sample Questions (Q41-Q46):

NEW QUESTION # 41
A pharma company runs personalized medicine programs and needs the ability to coordinate various steps involved in the process, like apheresis and infusion.
Which Health Cloud capability should help the company with this program?

- A. Intelligent Sales
- B. Intelligent Document Automation
- C. Integrated Care Management
- D. Advanced Therapy Management

Answer: D

Explanation:
Step-by-Step Explanatio n:
Advanced Therapy Management (ATM):
For personalized medicine programs, such as those involving apheresis and infusion, Salesforce Health Cloud offers Advanced Therapy Management (ATM), specifically designed for complex therapy coordination.
Exact Extract:
"Advanced Therapy Management supports cell and gene therapy processes by coordinating multiple steps such as collection, manufacturing, apheresis, and infusion." Reference:
Why Not Other Options?
Integrated Care Management: Focuses on traditional care plans and care team coordination, not advanced therapies.
Intelligent Document Automation/Intelligent Sales: Not related to therapy process coordination.
Conclusion:
Advanced Therapy Management is the correct Health Cloud capability for coordinating personalized medicine program steps.

NEW QUESTION # 42
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. Identity Verification
- C. Timeline
- D. Member Plan FlexCard
- E. Action Launcher

Answer: A,C,D

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 # 43
A pharma company wants the ability to:
Upload a patient's insurance card, including automatic Member Plan record creation Run a benefits verification check Schedule on behalf of the patient with a provider Cloud Accredited Professional Which set of Health Cloud capabilities should enable the company to build this business process?

- A. virtual Care, Intelligent Appointment Management, Intelligent Document Automation, Intelligent Document Reader
- B. Intelligent Appointment Management, Benefits Verification, Intelligent Document Automation, eFax Integration
- C. Utilization Management, Care Management, Intelligent Document Automation, Intelligent Appointment Management
- D. Intelligent Document Automation, Intelligent Appointment Management, Intelligent Document Reader, Benefits Verification

Answer: D

Explanation:
Step-by-Step Explanatio n:
Business Process Capabilities:
Intelligent Document Automation: Upload and process patient insurance cards.
Intelligent Document Reader: OCR and extract information to automatically create Member Plan records.
Benefits Verification: Check and verify patient insurance benefits.
Intelligent Appointment Management: Schedule on behalf of the patient with providers.
Salesforce Documentation Reference:
"Use Intelligent Document Automation and Intelligent Document Reader to upload and extract insurance card details, with automated Member Plan creation. Use Benefits Verification and Intelligent Appointment Management to enable scheduling and eligibility checks."
- Health Cloud: Intelligent Document Automation
- Health Cloud: Benefits Verification
- Health Cloud: Intelligent Appointment Management
Why not the other options?
Only D includes all needed automation for insurance card processing, Member Plan record creation, benefits verification, and scheduling.
Reference:
Intelligent Document Automation
Intelligent Document Reader
Benefits Verification
Intelligent Appointment Management

NEW QUESTION # 44
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

NEW QUESTION # 45
Bloomington Caregivers is currently in the process of updating its systems as part of a corporate-wide digital transformation initiative.
Which two considerations should a consultant include when configuring security, sharing, and visibility rules in Health Cloud to meet a healthcare organization's needs?
Choose 2 answers

- A. Review Salesforce documentation and implement a standardized security and visibility model.
- B. Understand customer needs, data security, privacy concerns, regulatory compliance, and sharing or visibility restrictions.
- C. Regularly review and update security, sharing, and visibility settings in Health Cloud to align with evolving needs, regulations, and organizational policies.
- D. Ensure that data mask is used in production to appropriately manage protected health information (PHI).

Answer: B,C

Explanation:
When configuring security, sharing, and visibility in Salesforce Health Cloud, consultants must consider healthcare-specific requirements such as HIPAA, GDPR, and organizational policies. Two critical considerations are:
B . Understand customer needs, data security, privacy concerns, regulatory compliance, and sharing or visibility restrictions.
Healthcare data involves PHI (Protected Health Information), which requires strict compliance with HIPAA and regional regulations.
Consultants must tailor security models to meet specific privacy and compliance requirements.
C . Regularly review and update security, sharing, and visibility settings in Health Cloud to align with evolving needs, regulations, and organizational policies.
Regulations change, and so do organizational needs. Security and sharing rules must be reviewed and updated periodically to ensure ongoing compliance and relevance.
Why not the others?
A . Ensure that data mask is used in production to appropriately manage PHI.
Salesforce Data Mask is a tool for sandbox data anonymization, not for production. PHI in production should be secured using encryption, field-level security, and sharing rules-not Data Mask.
D . Review Salesforce documentation and implement a standardized security and visibility model.
While documentation is helpful, healthcare organizations require tailored security models that fit unique compliance and data access needs, not a one-size-fits-all model.
Salesforce Health Cloud Reference:
Salesforce Health Cloud Security & Compliance Guidance:
"When configuring Health Cloud, ensure security models reflect customer needs, privacy concerns, and regulatory compliance (HIPAA, GDPR, etc.)."
"Review and update security, sharing, and visibility models regularly to address evolving business, regulatory, and compliance requirements."

NEW QUESTION # 46
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