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Salesforce Health Cloud Accredited Professional Sample Questions (Q87-Q92):

NEW QUESTION # 87

A pharmaceutical company is looking to support patients throughout their clinical journey. One of the factors the company needs to track is the socioeconomic and cultural barriers that could hinder a patient's process.

Which Health Cloud capability should a consultant implement to fulfill this requirement?

- A. Utilization management
- B. Clinical Barriers
- C. Care Blockers
- **D. Social Determinants of Health**

Answer: D

Explanation:

* Tracking Socioeconomic & Cultural Barriers:

Exact Extract:

"The Social Determinants of Health data model in Health Cloud enables organizations to document and track social, cultural, and economic barriers affecting patients." Reference:

* Other Options:

Clinical Barriers, Utilization Management, and Care Blockers are not documented Health Cloud features for tracking socioeconomic/cultural barriers.

NEW QUESTION # 88

A provider system wants to leverage Health Cloud to enable its care providers to conduct video visits with their patients to discuss socioeconomic factors that impact their care.

Which capability should a consultant recommend for this use case?

- A. Integrated Care Management
- B. Telehealth
- **C. virtual Care**
- D. Intelligent Appointment Management

Answer: C

Explanation:

Video Visits for Social Determinants of Health (SDOH):

Exact Extract:

"Use Virtual Care in Health Cloud to enable video visits between care providers and patients, including for conversations about social and economic factors." Reference:

Other Options:

Telehealth: A generic term; Salesforce feature is specifically named "Virtual Care." Intelligent Appointment Management: Focuses on scheduling, not video.

Integrated Care Management: For care plans and interventions, not video visits.

NEW QUESTION # 89

Bloomington Caregivers is launching a patient portal with contact tracing functionality as part of its Health Cloud implementation.

Users require the ability to leverage advanced sharing and customizable dashboards.

Which license should a consultant recommend for the external patient users?

- A. Customer Community Plus for Health Cloud
- **B. Experience Cloud for Health Cloud**
- C. External Apps for Health Cloud
- D. Customer Community for Health Cloud

Answer: B

NEW QUESTION # 90

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. Ensuring information collected about children is protected with at rest and in-transit encryption
- **D. Obtaining verified parental consent before collecting and storing any personal information of children**
- **E. Disclosing the organization's privacy policy to parents and obtaining their consent**

Answer: A,D,E

Explanation:

Step-by-Step Explanation:

COPPA Requirements in Healthcare Applications:

Disclose privacy policy and obtain parental consent:

"Organizations must provide clear privacy notices to parents and obtain their consent before collecting any personal information from children under 13."

- Reference: Salesforce Security Guide, COPPA Compliance

Obtain verified parental consent before collection/storage:

"Verified parental consent is a core requirement for COPPA, prior to collection and storage of children's personal data." Implement security measures:

"Appropriate security controls and safeguards must be in place to protect children's data as mandated by COPPA." Encryption:

While encryption is a best practice (option D), COPPA explicitly requires appropriate security but does not mandate encryption at rest and in transit as a specific requirement, though it is recommended.

Partner Compliance:

Option E refers to the implementation partner, but regulatory responsibility remains with the covered entity (Bloomington Caregivers), not the partner.

Reference:

Salesforce Security Implementation Guide - COPPA Compliance

Health Cloud Security and Compliance

NEW QUESTION # 91

While working with a received document using Intelligent Document Automation, which three capabilities should a consultant leverage with Health Cloud out-of-the-box?

Choose 3 answers

- **A. Document Rotation**
- **B. Record Type Association**
- **C. Automated Document Checklist Item Creation**
- D. Barcode Scanning
- E. eFax Connection

Answer: A,B,C

Explanation:

Step-by-Step Explanation:

Health Cloud Intelligent Document Automation (IDA) Capabilities:

IDA automates processing of incoming documents (like insurance cards or clinical records).

Out-of-the-box features allow:

Document Rotation: For correcting the orientation of scanned/received documents.

Record Type Association: For matching documents to appropriate Salesforce record types (such as associating a document with a Patient or Encounter).

Automated Document Checklist Item Creation: Automatically creating checklist items for actions (e.g., missing forms or needed verifications).

Supported and Unsupported Features:

Barcode Scanning: Not an out-of-the-box feature of Health Cloud IDA (may require third-party solutions).

eFax Connection: While Health Cloud supports document management, direct eFax integration is not out-of-the-box.

Official Document Extracts:

From Salesforce Help:

"You can rotate, associate, and automate checklist items for documents received in Health Cloud using Intelligent Document Automation."

- Administer Health Cloud - Document Automation

Reference:

Intelligent Document Automation Overview

NEW QUESTION # 92

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