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Key Features of Salesforce Health Cloud



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Salesforce Health-Cloud-Accredited-Professional Exam is a comprehensive exam that covers a wide range of topics related to the Salesforce Health Cloud. Some of the topics covered in Health-Cloud-Accredited-Professional exam include patient management, care plan management, health data management, healthcare analytics, and healthcare compliance. Health-Cloud-Accredited-Professional exam is designed to test the skills and knowledge of professionals in these areas and to ensure that they have a deep understanding of how the Salesforce Health Cloud platform works.

Salesforce Health-Cloud-Accredited-Professional (Salesforce Health Cloud Accredited Professional) Certification Exam is a rigorous exam designed to test the knowledge and expertise of professionals who work with Salesforce Health Cloud. Salesforce Health Cloud Accredited Professional certification is intended for individuals who have experience working with healthcare organizations and have a deep understanding of healthcare technology and processes.

Salesforce Health-Cloud-Accredited-Professional Exam is designed for healthcare professionals who are looking to validate their expertise in using Salesforce Health Cloud. Salesforce Health Cloud is a cloud-based platform that allows healthcare providers to manage patient data and build more meaningful relationships with their patients. Health-Cloud-Accredited-Professional exam is ideal for individuals who work in healthcare administration, patient care coordination, or health information technology management.

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Salesforce Health Cloud Accredited Professional Sample Questions (Q47-Q52):

NEW QUESTION # 47

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?

Choose 3 answers

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

Answer: A,C,E

Explanation:

To enhance the user experience for call center agents in Salesforce Health Cloud, particularly on patient records, implementing specific components from the Contact Center for Health Cloud is essential.

1. Timeline:

The Timeline component provides a chronological view of all interactions and events related to a patient. This includes appointments, communications, and care activities. By presenting this information in a consolidated timeline, agents gain a comprehensive understanding of the patient's history, enabling informed and personalized interactions.

Salesforce

2. Member Plan FlexCard:

The Member Plan FlexCard displays essential details about a patient's insurance plan, such as coverage information, benefits, and eligibility. This readily accessible information allows agents to address patient inquiries regarding their insurance without navigating through multiple systems, thereby improving efficiency and service quality.

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3. Record Alerts:

Record Alerts notify agents of critical changes or important information related to a patient's record. These alerts can be configured to highlight updates such as changes in contact information, care plans, or new health concerns. By receiving timely alerts, agents can proactively address issues and provide up-to-date information to patients.

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Implementing these components ensures that call center agents have a holistic view of patient information, can promptly respond to changes, and access insurance details efficiently. This integrated approach enhances patient engagement, satisfaction, and overall care coordination.

References:

Health Cloud Contact Center Enhancements

Contact Center for Health Cloud

NEW QUESTION # 48

Which features does Health Cloud Consent Management provide? (Choose two)

- A. Email for signature
- B. E-Signature
- C. Delegated signing
- D. Capture Data Use Purpose'
- E. Capture IP Address during completion

Answer: A,B

NEW QUESTION # 49

If a Health Cloud administrator wanted to consume the content of an HL7 v2 - Simple Application message, which step would they need to take?

- A. Use an HL7 broker/engine to transform the text based HL7 message into JSON and pass it to the Health Cloud.
- B. Write a custom apex class to consume parse and store a native HL7 message

- C. Use salesforce Connect
- D. Do Nothing - Health Cloud works out of the box with native HL7 message

Answer: A

Explanation:

Health Cloud does not support native HL7 messages out of the box, so option A is incorrect. Option B is also incorrect, because Salesforce Connect is not designed to handle HL7 messages. Option C is possible, but it would require a lot of custom code and maintenance, and it is not recommended by Salesforce. Option D is the best option, because it uses an external HL7 broker/engine to convert the HL7 message into JSON, which can be easily consumed by Health Cloud using the standard REST API or the Health Cloud Data Loader12.

NEW QUESTION # 50

Which three types of customizations can be managed through the Health Cloud Admin app? (Choose three.)

- A. Permission Set Assignments
- B. Timeline View Configurations
- C. Household Relationships
- D. Cross Object Relationships
- E. Patient Card Configurations

Answer: B,D,E

Explanation:

Reference and details below.

NEW QUESTION # 51

Which three activities does "The Social Determinants" feature in Health cloud help providers perform? (choose three.

- A. Track determinants and barriers to care across their patient populations
- B. Integrate service such as transportation and meal delivery into their patient care plans and programs.
- C. Track the influence of the social network of the patient on the patients' health outcomes
- D. Automatically import credit scores and income information into the patient record in Health cloud
- E. Plan interventions to help address the barriers to care within their patient populations

Answer: A,C,E

NEW QUESTION # 52

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