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Salesforce Health Cloud Accredited Professional Sample Questions (Q94-Q99):

NEW QUESTION # 94

Which two actions should be completed by health cloud admin in order to leverage the health cloud utilization management capabilities?

- A. Install the health cloud unmanaged package extension
- B. Assign the health cloud foundation permission set
- C. Install the health cloud care request extensions managed package.
- D. Assign the health cloud social determinants permission set
- E. Install the health cloud managed package

Answer: C,E

Explanation:

Reference and details below.

NEW QUESTION # 95

A provider wants to set up a Contact Center leveraging Health Cloud to enable its patients to set up appointments, get answers to their billing questions, and update their plan information.

Which group of people should a consultant work with to identify pain points and define project requirements?

- A. (Persona) Contact Center agent (Stakeholder) Tableau developer (Stakeholder) MuleSoft developer
- B. (Persona) Contact Center agent (Stakeholder) Salesforce administrator (Stakeholder) Integration architect
- C. (Persona) General physician (Stakeholder) Salesforce administrator (Stakeholder) Marketing Cloud administrator
- D. (Persona) Care coordinator (Stakeholder) Salesforce administrator (Stakeholder) Tableau developer

Answer: B

Explanation:

For implementing a Contact Center leveraging Health Cloud, identifying pain points and defining project requirements involves collaborating with:

Contact Center Agent (Persona):

Frontline staff who interact directly with patients.

Provide insights into the day-to-day challenges in appointment scheduling, billing inquiries, and plan updates.

Salesforce Administrator (Stakeholder):

Responsible for configuring Health Cloud and implementing workflows to address identified pain points.

Integration Architect (Stakeholder):

Ensures smooth integration between Health Cloud and external systems like billing platforms or insurance providers.

Why Other Options Are Incorrect:

A: Care coordinators are not directly involved in patient-initiated contact center interactions. Tableau developers focus on reporting, not operational processes.

C: MuleSoft developers are not primary stakeholders for contact center operations.

D: General physicians and Marketing Cloud administrators do not contribute directly to Contact Center workflows.

Reference:

Health Cloud Contact Center Overview

NEW QUESTION # 96

A customer wants to view a patient's health conditions and clinical encounters as a sequence of events happening over time on the patient's Person Account page.

What should a consultant do to achieve this using the Enhanced Timeline functionality?

- A. Clone the HCTimeline FlexCard for customization.
- B. Add a record to the HealthCloudTimelineConfig custom setting.
- C. Create a new Timeline record within Setup.
- **D. Create a new Timeline View Configuration record.**

Answer: D

Explanation:

To display a patient's health conditions and clinical encounters as a sequence of events on the patient's Person Account page using the Enhanced Timeline functionality in Salesforce Health Cloud, it's essential to configure the timeline appropriately. This involves creating a Timeline View Configuration record that defines which events and related objects are displayed.

Understanding Enhanced Timeline:

Purpose: The Enhanced Timeline provides a chronological view of a patient's healthcare events, enabling healthcare providers to visualize and track patient interactions over time.

Features:

Event Visualization: Displays events such as clinical encounters, health conditions, tasks, and more.

Customization: Allows administrators to define which objects and fields are represented on the timeline.

Interactivity: Users can click on events to view detailed information.

Implementation Steps:

Create a Timeline View Configuration Record (Answer C):

Purpose: Defines the base object (e.g., Person Account) and related objects (e.g., Clinical Encounters, Health Conditions) to be displayed on the timeline.

Steps:

Navigate to Timeline Configurations: In Salesforce Setup, enter "Timeline" in the Quick Find box and select Timeline View Configurations.

Create New Configuration: Click New to create a new Timeline View Configuration record.

Define Base Object: Set the base object to Person Account.

Add Related Objects: Specify related objects such as Clinical Encounters and Health Conditions that should appear on the timeline.

Configure Display Settings: Define fields for event titles, subtitles, dates, and any filters or conditions as needed.

Save Configuration: Save the Timeline View Configuration record.

Add Enhanced Timeline to the Person Account Page:

Purpose: Ensures that the timeline is visible on the patient's Person Account page.

Steps:

Open Lightning App Builder: Navigate to a Person Account record and click Edit Page.

Add Timeline Component:

NEW QUESTION # 97

Bloomington Caregivers is looking to view potential drug-to-drug interactions for its patients' medications and make recommendations based on that data within Health Cloud.

Which Health Cloud add-on should a consultant recommend to fulfill this requirement?

- **A. Medication Management**
- B. RxNorm DDI Connectivity
- C. Allergy Intolerance
- D. Medication Interactions

Answer: A

Explanation:

Bloomington Caregivers aims to identify potential drug-to-drug interactions for patients' medications and provide recommendations based on that data within Salesforce Health Cloud. To fulfill this requirement, the Medication Management add-on is the appropriate solution.

Overview of Medication Management:

Medication Management is an add-on feature in Salesforce Health Cloud designed to help healthcare providers and care coordinators manage patients' medication regimens effectively. It enhances patient safety by identifying potential medication-related issues, including drug-to-drug interactions, and supports the reconciliation of medication lists during care transitions.

Key Features:

Medication Reconciliation:

Facilitates the accurate compilation of a patient's medication list, ensuring that all prescribed and over-the-counter medications are accounted for.

Drug Interaction Checks:

Automatically checks for potential drug-to-drug interactions using integrated databases, alerting healthcare providers to possible adverse effects.

Recommendations and Documentation:

Enables providers to document recommendations and notes related to a patient's medication regimen, supporting informed clinical decisions.

Implementation Considerations:

Licensing:

Medication Management is an add-on product that requires additional licensing. Ensure that your organization has the necessary licenses to access this feature.

Configuration:

Set up the Patient Medication Manager Lightning component within Health Cloud to utilize Medication Management features. This component provides an integrated interface for managing patient medications.

Integration with RxNorm:

Medication Management supports integration with RxNorm, a standardized nomenclature for clinical drugs, to enhance the accuracy of medication information and interaction checks.

Reference:

Medication Reconciliation: This Salesforce Help article provides detailed information on setting up and using the Medication Management feature within Health Cloud.

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Add Medications by Using the Add Patient Medication Flow: Guidance on adding medications for patients using the Patient Medication Manager component.

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By implementing the Medication Management add-on, Bloomington Caregivers can effectively monitor and manage patients' medication regimens, identify potential drug-to-drug interactions, and provide informed recommendations, thereby enhancing patient safety and care quality.

NEW QUESTION # 98

A healthcare organization is launching a new gene therapy program, and an administrator needs to leverage Advanced Therapy Management.

In which two ways does Advanced Therapy Management assist the healthcare organization with its complex scheduling requirements?

- A. Reschedule part of the appointment chain.
- B. Optimize appointment chain with Einstein.
- C. Schedule a telehealth appointment.
- D. Book multi-step appointments.

Answer: A,D

Explanation:

Advanced Therapy Management assists the healthcare organization with its complex scheduling requirements by allowing them to reschedule part of the appointment chain and book multi-step appointments. Rescheduling part of the appointment chain enables the organization to adjust the dates and times of individual appointments within a chain without affecting the rest of the chain. Booking multi-step appointments enables the organization to create a series of related appointments that follow a predefined sequence and duration.

NEW QUESTION # 99

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