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Salesforce Health Cloud Accredited Professional Sample Questions (Q110-Q115):

NEW QUESTION # 110

Bloomington Caregivers is implementing Health Cloud to reduce manual processes for its Contact Center agents. To help streamline caller authentication, 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. Reusable Verification FlexCards
- B. Customer Identity OmniScript Templates
- C. Verify Customer Identity Process Flow
- D. Identity Verification Flow Templates**

Answer: D

Explanation:

Out-of-the-box caller authentication in Health Cloud is primarily supported through Identity Verification Flow Templates. These flow templates are designed to help organizations comply with HIPAA and other regulatory requirements by standardizing the caller

verification process for contact center agents.

Step-by-Step Reference:

Health Cloud provides Identity Verification Flow Templates that streamline the authentication of callers, reducing manual processes and ensuring regulatory compliance.

Extract:

"Use the Health Cloud Identity Verification Flow Templates to verify a caller's identity based on information you select, such as date of birth, phone number, or other criteria." (Source: Administer Health Cloud) These templates can be deployed as standard flows and easily customized for the organization's authentication requirements.

Extract:

"Leverage out-of-the-box Identity Verification Flow Templates to quickly set up and deploy identity verification processes in your contact center." (Source: Administer Health Cloud - Identity Verification) This approach is preferred over FlexCards, OmniScripts, or ad-hoc processes, as it provides a compliant and guided experience.

NEW QUESTION # 111

Bloomington Caregivers has replaced its legacy Contact Center application with Health Cloud. During user acceptance testing (UAT), the call center team is reporting differences between current Identity Verification business processes and what was built in Health Cloud.

The call center manager has requested the following changes:

* Birth Date be available in results and as an optional verifier, but no longer required for verification purposes
* Add 'Bloomington ID', a custom field on Account, to search results and as a required verifier. What should a consultant do to meet these requirements?

- A. Add 'Bloomington ID' to the picklist choices within the Identity Verification flow and mark it as required. Remove the Birth Date record from the required fields picklist and add Birth Date to the optional verifiers picklist.
- B. Add two new Identity Verification Process Field records for "Bloomington Set the Field Type to Result Field and set the Required field to true.
- C. Add two new Identity Verification Process Field records for 'Bloomington one with Field Type set to Result Field and one with Field Type set to Required Verifier. Change the Birth Date record with Field Type value Required Verifier to Optional Verifier.
- D. Add two new Identity Verification Process Field records for 'Bloomington to one with the Field Type set to Result Field and one with Field Type set Optional Verifier. Delete the Birth Date record which has the Field Type value Required Verifier.

Answer: C

Explanation:

Step 1: Requirement Analysis

Birth Date should be a result field and an optional verifier (not required).

Bloomington ID (a custom field) should appear in search results and be a required verifier.

Step 2: Salesforce Health Cloud Identity Verification Process Configuration The Identity Verification Process Field object in Health Cloud determines which fields are used for search results, required verification, or optional verification during the identity verification process.

You can add multiple records for a field with different purposes (e.g., one as Result Field and another as Required/Optional Verifier).

Extract:

"You can add or modify Identity Verification Process Field records to control which fields are shown as search results, required verifiers, or optional verifiers. For example, to make a field a required verifier, set Field Type to 'Required Verifier'. To make a field show in results, set Field Type to 'Result Field'. You can have more than one record for the same field with different Field Types."

Administer Health Cloud - Identity Verification Process Step 3: Actions Needed For Bloomington ID:

Add a record with Field Type = Result Field (to display in search results) Add another record with Field Type = Required Verifier (to make it a required field for verification) For Birth Date:

Update the current record so that Field Type is changed from Required Verifier to Optional Verifier (to make it not required but still usable as a verifier) Ensure there is a record with Field Type = Result Field if Birth Date should show in the results Step 4: Review of Options

A: Incorrect; it says to delete the Birth Date Required Verifier instead of changing it to optional.

B: Not the right object/method; doesn't mention the correct object (Identity Verification Process Field).

C: Correct; matches the best practices and object structure in Health Cloud.

D: Incomplete; does not cover all configuration requirements.

Verified answer:

C: Add two new Identity Verification Process Field records for 'Bloomington one with Field Type set to Result Field and one with Field Type set to Required Verifier. Change the Birth Date record with Field Type value Required Verifier to Optional Verifier.

Reference:

Health Cloud Identity Verification Process Setup

NEW QUESTION # 112

A MedTech company is implementing Health Cloud to better plan and track surgical case visits, manage device inventory, and run cycle counts.

Which data model should a consultant recommend the company use?

- A. Inventory Management
- B. Life Sciences
- C. Provider Engagement
- D. Intelligent Sales

Answer: A

Explanation:

The use case mentions:

Plan and track surgical case visits

Manage device inventory

Run cycle counts

These requirements directly align with the Health Cloud Inventory Management data model.

Inventory Management in Health Cloud is designed for MedTech and Life Sciences companies to track:

Surgical case planning and scheduling

Medical device and implant inventory management

Cycle counts and stock levels across facilities

It supports end-to-end surgical case tracking, ensuring the right devices are available at the right place and time.

Why not the others?

A . Life Sciences - Broader model used for clinical trials, patient programs, and pharma engagement, but not focused on surgical case + device inventory.

B . Provider Engagement - Used for managing provider relationship data (e.g., physician affiliations, facilities), not inventory or surgical planning.

C . Intelligent Sales - Focused on sales optimization and customer engagement, not surgical case or inventory management.

Salesforce Health Cloud Reference:

Salesforce Health Cloud - Inventory Management Guide:

"Use the Inventory Management data model to manage device inventory, surgical case planning, cycle counts, and medical device tracking across healthcare facilities."

NEW QUESTION # 113

Bloomington Caregivers wants to ensure it maintains the privacy of its users' data by enabling data protection details for leads, contacts, and person accounts during the initial Health Cloud install and configuration.

Which entity should the administrator enable within Data Protection and Privacy for Health Cloud to work in this scenario?

- A. Fields
- B. Objects
- C. Records
- D. Tasks

Answer: C

NEW QUESTION # 114

While implementing contracting as part of Provider Network Management, a customer wants to manage different types of payments. Which object should a consultant configure to achieve this?

- A. Agreement Detail
- B. Care Fee Agreement
- C. Value-Based Agreement
- D. Payment Agreement

Answer: D

NEW QUESTION # 115

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