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The Salesforce Health Cloud Accredited Professional certification exam is administered by Salesforce, a leading customer relationship management software provider. Salesforce is known for its rigorous certification programs, which are highly respected in the industry. The company provides a variety of resources to help candidates prepare for the exam, including online training modules, study guides, and practice exams.

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Salesforce Health-Cloud-Accredited-Professional (HCA-Cloud) certification exam is designed for professionals who want to demonstrate their expertise in the implementation and management of Salesforce Health Cloud. Salesforce Health Cloud Accredited Professional certification is focused on the healthcare industry, and professionals who hold this certification are recognized as experts in the field of healthcare technology.

## Salesforce Health Cloud Accredited Professional Sample Questions (Q11-Q16):

### NEW QUESTION # 11

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

Which set of Health Cloud capabilities should enable the company to build this business process?

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

**Answer: C**

Explanation:

The set of Health Cloud capabilities that should enable the company to build this business process are Intelligent Document Automation, Intelligent Appointment Management, Intelligent Document Reader, and Benefits Verification. Intelligent Document Automation allows the company to upload a patient's insurance card and automatically create a Member Plan record. Intelligent Appointment Management allows the company to schedule on behalf of the patient with a provider. Intelligent Document Reader allows the company to extract data from the insurance card and populate the Member Plan fields. Benefits Verification allows the company to run a benefits verification check using a third-party service.

### NEW QUESTION # 12

The Salesforce Admin for Lake Tahoe Hospital wants to implement Utilization Management. Which two of the listed steps need to be taken during the set-up process? (Choose 2)

- A. Install the Health Cloud Care Request Extensions unmanaged package.
- B. Install the Utilization Management Extensions.
- C. Assign the Health Cloud Permission Set License and the Health Cloud Platform Permission Set License to Salesforce Lightning users.
- D. Assign the Health Cloud Permission Set License and Health Cloud Platform Permission Set License to Salesforce Classic users.

**Answer: A,C**

### NEW QUESTION # 13

An administrator for Salesforce Health Cloud wants to ensure that the files in their full sandbox instance are encrypted. Which encryption solution supports the encryption of files in this scenario?

- A. Salesforce Shield
- B. Classic Encryption
- C. Industry Data Security
- D. Salesforce Data Mask

**Answer: A**

Explanation:

Salesforce Shield is the encryption solution that supports the encryption of files in this scenario. Salesforce Shield provides platform encryption, which allows the administrator to encrypt files and attachments stored in Salesforce. Platform encryption supports full sandbox instances and complies with data protection regulations

#### **NEW QUESTION # 14**

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. Medication Interactions
- C. Allergy Intolerance
- D. RxNorm DDI Connectivity

**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 # 15

A provider wants to get a comprehensive view of a patient's prescriptions, including history, to improve health outcomes. Which Health Cloud capability should a consultant leverage to assist the provider?

- A. Integrated Care Management
- **B. Medication Management**
- C. Intelligent Appointment Management
- D. Virtual Care

**Answer: B**

Explanation:

Medication Management in Health Cloud enables providers to view all of a patient's prescription history in one place, supporting medication reconciliation and review for better health outcomes.

\* Extract:

"Use Medication Management to track and review patient prescriptions, past and present, ensuring a comprehensive view of medication history and supporting care team collaboration." (Source: Administer Health Cloud - Medication Management) Other options (Intelligent Appointment Management, Virtual Care, Integrated Care Management) do not provide comprehensive medication tracking.

### NEW QUESTION # 16

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