

# Updated Salesforce Health-Cloud-Accredited-Professional Test Cram | Valid Health-Cloud-Accredited-Professional Practice Questions



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Salesforce Health-Cloud-Accredited-Professional Certification Exam is a benchmark for professionals who want to demonstrate their proficiency in the Salesforce Health Cloud system. Health-Cloud-Accredited-Professional exam assesses the candidate's knowledge of the platform's features, functional and technical capabilities, and their ability to handle complex scenarios in the healthcare domain. Salesforce Health Cloud Accredited Professional certification exam is designed to validate skills such as managing patients, their medical records, and also developing custom solutions using the Health Cloud platform.

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## Valid Health-Cloud-Accredited-Professional Practice Questions | Health-Cloud-Accredited-Professional Training Courses

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Salesforce Health Cloud Accredited Professional exam is designed to assess the knowledge and skills required to work with the Salesforce Health Cloud platform. Salesforce Health Cloud Accredited Professional certification is ideal for professionals who want to advance their careers in the healthcare industry and gain a deeper understanding of how to use technology to improve patient care. Health-Cloud-Accredited-Professional Exam covers a range of topics, including healthcare industry trends, patient management, care coordination, and data security and privacy.

### Salesforce Health Cloud Accredited Professional Sample Questions (Q76-Q81):

#### NEW QUESTION # 76

A payer is looking to optimize the workflow for its call center, which focuses primarily on members calling to check on the status of their prior authorization requests.

How should a consultant conduct discovery to define a workflow for these call center users?

- A. Use work from another project to inform the discovery, then review it with the IT department.
- B. Build a proof of concept to present to the client and ask them for feedback.
- **C. Identify personas and ask them to walk through a day in their life, taking notes and identifying opportunities for optimization.**
- D. Research industry trends and develop a point of view, then present it to the customer for validation.

**Answer: C**

Explanation:

The best way to conduct discovery to define a workflow for the call center users is to identify personas and ask them to walk through a day in their life, taking notes and identifying opportunities for optimization. This approach will help the consultant understand the current state of the process, the pain points and challenges, the goals and expectations, and the potential solutions.

#### NEW QUESTION # 77

An administrator at Bloomington Caregivers has received a change request to alter the appearance of the timeline so that it displays vertically instead of horizontally.

Which step should the administrator take when implementing this change request?

- A. Enable Timeline in Salesforce Setup, then configure and activate new timeline and add to the relevant Lightning record.
- B. Find the Timeline Orientation setting in Custom Metadata, which controls the orientation of all timelines, and change the value to vertical.
- C. Enable Timeline in Salesforce Setup, then set the toggle for vertical orientation to true to set all timeline orientations as vertical.
- **D. Find the Timeline View Configuration for each relevant timeline in the Health Cloud - Lightning Admin app and change the Orientation to vertical.**

**Answer: D**

Explanation:

According to the Salesforce documentation<sup>1</sup>, the Timeline View Configuration is a custom metadata type that defines the appearance and behavior of a timeline in Health Cloud. Each timeline has its own Timeline View Configuration record, which can be accessed and edited from the Health Cloud - Lightning Admin app<sup>2</sup>. One of the settings that can be changed in the Timeline View Configuration is the Orientation, which controls whether the timeline is displayed horizontally or vertically<sup>1</sup>. Therefore, to alter the appearance of the timeline so that it displays vertically instead of horizontally, the administrator should find the Timeline View Configuration for each relevant timeline in the Health Cloud - Lightning Admin app and change the Orientation to vertical.

### NEW QUESTION # 78

A medical device organization needs to track account information and its geographical details to provide information to representatives onsite.

Which three objects support this scenario?

Choose 3 answers

- A. Location
- B. Clinic Location
- C. Healthcare Facility
- D. Facility Address

**Answer: A,C,D**

Explanation:

In Salesforce Health Cloud, when an organization needs to track account information along with geographical details (like facilities, addresses, and locations), the following objects are used:

\* A. Location

\* A standard object in Salesforce used to store physical location data such as addresses, latitude /longitude, and site details.

\* Useful for mapping and onsite representative visits.

\* B. Healthcare Facility

\* Represents the organization's clinical facilities (hospitals, clinics, labs, etc.).

\* Connected to Accounts to model the healthcare network.

\* C. Facility Address

\* Stores detailed address information for a healthcare facility.

\* Provides geographical data needed by onsite reps.

Why not D. Clinic Location?

\* Clinic Location is not a standard Health Cloud object. The correct objects are Healthcare Facility + Facility Address + Location to track facility and geographical details.

Salesforce Health Cloud Reference:

# Salesforce Health Cloud Provider Data Model:

\* "Use the Healthcare Facility object to represent hospitals, clinics, and other care sites."

\* "Use the Facility Address object to store location-specific details about healthcare facilities."

\* "The Location object stores standardized address and geographic information."

### NEW QUESTION # 79

A customer that already has Service Cloud is onboarding a new business unit, which needs to use Health Cloud.

Which three organization-wide default settings should an administrator change to ensure the original business unit that leverages Service Cloud does not have visibility into protected health information (PHI)?

Choose 3 answers

- A. Set Contact to Controlled by Parent.
- B. Set Person Accounts to Private,
- C. Set Account and Contract to Private.
- D. Set related clinical objects to Controlled by Parent or Private.
- E. Set Health Details to Controlled by Parent or Private.

**Answer: B,D,E**

Explanation:

When onboarding Health Cloud into an org that already uses Service Cloud, it's critical to properly configure Organization-Wide Defaults (OWD) to ensure that protected health information (PHI) remains restricted.

The correct settings are:

A. Set Person Accounts to Private

Patients are modeled as Person Accounts in Health Cloud.

Setting Person Accounts to Private ensures PHI isn't exposed to users outside the Health Cloud business unit.

B. Set related clinical objects to Controlled by Parent or Private

Clinical objects (e.g., Care Plans, Assessments, Referrals) often relate to patients.

Making them Controlled by Parent (Person Account) or Private ensures only authorized users can see PHI.

E . Set Health Details to Controlled by Parent or Private

Health Details contain sensitive clinical data.

Must be restricted at the OWD level to prevent exposure to non-Health Cloud users.

Why not the others?

C . Set Account and Contract to Private

Regular business Accounts/Contracts are part of Service Cloud, not typically where PHI resides. Restricting them isn't required for PHI protection.

D . Set Contact to Controlled by Parent

Contacts in Health Cloud are often caregivers or providers, not patients (who are Person Accounts).

PHI protection centers around Person Accounts + Clinical Objects + Health Details, not Contacts.

Salesforce Health Cloud Reference:

\* Salesforce Health Cloud Security and Sharing Guide:

"For HIPAA and other PHI compliance, set Person Accounts and Health Cloud clinical objects to Private or Controlled by Parent."

"Ensure Health Details are not exposed via default sharing."

### NEW QUESTION # 80

A health plan provider would like to manage prior authorizations with predefined approval criteria.

Which three features in Health Cloud should a consultant recommend in this case?

Choose 3 answers

- A. Out-of-the-box Process Libraries
- B. Utilization Management data model
- C. Intelligent Appointment Management
- D. claims data model
- E. Business Rules Engine

**Answer: A,B,E**

Explanation:

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference Business Rules Engine (BRE):

Enables you to define, automate, and manage approval criteria for prior authorizations.

Extract:

"Use Business Rules Engine to automate decisions and apply approval criteria for utilization management and prior authorizations."

- OmniStudio: Business Rules Engine

Utilization Management Data Model:

Provides standard Health Cloud objects to manage prior authorizations, including requests, approvals, and denials.

Extract:

"Health Cloud Utilization Management provides a complete data model for tracking prior authorization requests and decisions."

- Health Cloud: Utilization Management Data Model

Out-of-the-box Process Libraries:

Prebuilt processes for common healthcare workflows, including prior authorizations.

Extract:

"Out-of-the-box process libraries provide reusable flows for utilization management, including authorizations, appeals, and notifications."

- Administer Health Cloud: Process Libraries

Incorrect Options:

A . Claims data model: Related to claims, not prior authorizations.

B . Intelligent Appointment Management: Focused on scheduling, not utilization management or prior authorization.

Reference:

OmniStudio: Business Rules Engine

Health Cloud: Utilization Management Data Model

Administer Health Cloud: Process Libraries

### NEW QUESTION # 81

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