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Salesforce Health Cloud Accredited Professional Certification Exam is a valuable certification for healthcare professionals who want to demonstrate their expertise in using Salesforce Health Cloud to improve healthcare delivery processes. Health-Cloud-Accredited-Professional Exam covers a range of topics related to the healthcare industry, patient engagement, care coordination, and data management. By passing the exam and earning the certification, professionals can enhance their careers and demonstrate their commitment to providing high-quality patient care.

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Salesforce Health Cloud Accredited Professional Sample Questions (Q112-Q117):

NEW QUESTION # 112

A customer wants to view and navigate to critical insurance, clinical, and primary care physician information on a patient's profile. Which Health Cloud capability should a consultant implement?

- **A. Advanced Patient Card**
- B. Enhanced Timeline
- C. Patient Path
- D. Enhanced Highlights Panel

Answer: A

Explanation:

The Advanced Patient Card is a Health Cloud capability that allows users to view and navigate to critical information on a patient's profile, such as insurance, clinical, and primary care physician information¹. The Advanced Patient Card is a customizable component that can be added to the Health Cloud console or the Contact Center app². It can also display data from external sources, such as EHR systems or medical devices³.

Reference:

1: Use the Advanced Patient Card - Salesforce 2: Configure the Person Account Page Layout for Contact Center - Salesforce 3: Display Data from External Sources in the Advanced Patient Card - Salesforce

NEW QUESTION # 113

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

Answer: B,D

Explanation:

According to the Health Cloud Implementation Guide, the two steps that need to be taken during the set-up process for Utilization Management are:

Install the Health Cloud Care Request Extensions unmanaged package. This package contains custom objects, fields, layouts, tabs, and components for Utilization Management.

Assign the Health Cloud Permission Set License and the Health Cloud Platform Permission Set License to Salesforce Lightning users. These licenses enable access to Health Cloud features and functionalities for Lightning Experience. Assigning the Health Cloud Permission Set License and Health Cloud Platform Permission Set License to Salesforce Classic users is not necessary for Utilization Management. Installing the Utilization Management Extensions is not a valid step for Utilization Management.

NEW QUESTION # 114

A consultant is implementing clinical assessment to track intake for a hospital leveraging the Discovery Framework. Which three functions is the consultant able to leverage with Health Cloud?

Choose 3 answers

- A. Image Analysis
- B. Scoring
- C. Branching
- D. Question Bank
- E. Encrypted Text

Answer: B,C,D

Explanation:

The Discovery Framework in Health Cloud supports:

- * Question Bank: Central repository of reusable questions for assessments.
- * Branching: Dynamic branching logic based on patient responses.
- * Scoring: Automatic scoring for assessments/intakes.
- * Extract:

"The Discovery Framework supports Question Bank, branching logic, and scoring for dynamic, reusable clinical assessments."

(Source: Administer Health Cloud - Discovery Framework)

- * Encrypted Text and Image Analysis are not functions of the Discovery Framework.

NEW QUESTION # 115

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) Sales administrator
(Stakeholder) Tableau developer

Answer: B

Explanation:

Step-by-Step Explanation:

- * Understanding the Scenario:

* The provider aims to build a Contact Center using Health Cloud for patients to:

- * Set up appointments
- * Get billing answers

* Update plan information

- * Salesforce's Best Practices for Requirements Gathering:

* Salesforce Health Cloud documentation emphasizes collaborating with end users and technical stakeholders to uncover pain points and define requirements.

* Extract from Health Cloud Admin Guide:

"Successful Health Cloud projects start with workshops that bring together key personas, such as contact center agents and care coordinators, with technical stakeholders including Salesforce admins and integration architects. These sessions surface pain points, business needs, and integration requirements."

-Reference: Administer Health Cloud - Implementation Best Practices

- * Who Should Be Involved?

* Contact Center agent (Persona):

* Directly understands patient needs and pain points during calls and chats.

* Can highlight workflow, usability, and feature needs.

* Salesforce administrator (Stakeholder):

- * Understands platform capabilities, permissions, and how features will be implemented or configured.
- * Integration architect (Stakeholder):
- * Critical for connecting Health Cloud to other systems (e.g., EHR, billing, insurance).
- * Ensures technical feasibility for integrations (e.g., real-time eligibility checks, appointment scheduling with external systems).
- * Why Other Answers Are Not Correct:
- * B: General physician and Marketing Cloud admin are not core to Contact Center workflows or technical design for scheduling/billing.
- * C: Sales administrator and Tableau developer focus on sales or analytics, not operational or integration workflows for Contact Centers.
- * D: Tableau developer and MuleSoft developer are more technical roles but not typically involved in initial workflow and requirements gathering at the Contact Center user level.
- * Official Document Extract:
- * From Salesforce Implementation Guides:

"It is essential to involve actual end users (such as agents) and platform administrators in requirements workshops, and to include an integration architect for designing connected experiences."

-Reference: Administer Health Cloud - Implementation Best Practices

References:

Administer Health Cloud - Implementation Best Practices

NEW QUESTION # 116

An admin wants to enable their users to leverage Provider Search, which denormalized object holds data to support this feature

- A. HealthCare Provider Facility
- B. HealthCare Provider
- C. Provider Search Sync Logs
- **D. Care Provider Searchable field**

Answer: D

Explanation:

Care Provider Searchable Field is the denormalized object that holds data to support the Provider Search feature in Health Cloud. Care Provider Searchable Field is a custom object that stores searchable fields from the Healthcare Provider and Healthcare Provider Facility objects. It allows users to search for providers based on various criteria such as name, location, specialty, and availability. Healthcare Provider Facility, Provider Search Sync Logs, and Healthcare Provider are not denormalized objects in Health Cloud.

NEW QUESTION # 117

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