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### **Salesforce Health Cloud Accredited Professional Sample Questions (Q35-Q40):**

#### **NEW QUESTION # 35**

Which three steps are needed to setup Care Requests? (Choose three).

- A. Choose case Care Request record type for each Care Request configuration.
- B. All Care requests are pre-setup on all Health Cloud orgs by default.
- C. Create a new case record type for each Care Request type
- D. Install UM unmanaged package for Health Cloud. Then assign Health cloud Utilization management permission set to users along with Health cloud permission set licenses.
- E. Choose any existing case record type for each CareRequest type.

**Answer: A,C,D**

#### **NEW QUESTION # 36**

The Salesforce administrator for Lake Tahoe Hospital would like to implement Utilization Management. What are the design consideration that administrator has to be aware of when creating the application? (Choose two.)

- A. Path can not be used to visually represent the status of a care request.

- B. Care request functionality is included in the Health Cloud managed package.
- C. New Care requests can be created using the 'create care request' component.
- D. Each Care request has to have an associated case.
- E. Care requests has empower components that can be exposed within Communities.

**Answer: C,D**

Explanation:

The design considerations that the administrator has to be aware of when creating the application for utilization management are:  
Each care request has to have an associated case. A case is the standard Salesforce object that represents a care request in Health Cloud<sup>4</sup>.

New care requests can be created using the 'Create Care Request' component. This component allows users to create a new care request from any page in the Health Cloud console<sup>5</sup>.

Path can be used to visually represent the status of a care request. Path is a standard Salesforce feature that displays the stages of a process, such as a care request, and guides users along the steps in Salesforce Lightning Experience<sup>6</sup>.

Care request functionality is not included in the Health Cloud managed package. It requires installing the Utilization Management unmanaged package for Health Cloud and assigning the Health Cloud Utilization Management permission set to users along with Health Cloud permission set licenses.

Care requests do not have empower components that can be exposed within Communities. Empower components are custom Lightning components that allow patients or members to view and manage their health information in Communities. Care requests are not part of the empower components.

#### NEW QUESTION # 37

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

**Answer: A,D**

Explanation:

Reference and details below.



#### NEW QUESTION # 38

Which three of the following statements are true about Care Plan Templates? (Choose Three)

- A. Care plan templates can only be used when creating a new care plan.
- B. The sort order of the Task group by Fields can be changed under custom setting task group.
- C. When creating a care plan with a template you can change the offsets of the tasks.
- D. Care plan templates must include at least 1 problem, 1 goal and 1 task.
- E. When creating a care plan with a template you can unselect tasks so they will not be included.

**Answer: B,D,E**

Explanation:

When creating a care plan with a template you can unselect tasks so they will not be included (A), the sort order of the Task group by Fields can be changed under custom setting task group (B), and care plan templates must include at least 1 problem, 1 goal and 1

task are true statements about Care Plan Templates. When creating a care plan with a template you can change the offsets of the tasks (D) is false, as you can only change the offsets of the tasks when creating a care plan without a template. Care plan templates can only be used when creating a new care plan (E) is false, as you can also use care plan templates when editing an existing care plan.

#### NEW QUESTION # 39

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

**Answer: A,B,D**

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 # 40

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