

Topic 2	<ul style="list-style-type: none"> • Implement: This domain focuses on installing Health Cloud, configuring applications and OmniStudio components, customizing features, implementing integrations and APIs, configuring security rules, and establishing reporting.
Topic 3	<ul style="list-style-type: none"> • Deploy: This domain addresses pre-deployment and post-deployment steps for specific use cases and Health Cloud capabilities, along with managing technical aspects through Mobile app capabilities.
Topic 4	<ul style="list-style-type: none"> • Discovery: This domain covers identifying customer personas and stakeholders, defining required capabilities from use cases, and gathering functional and technical requirements to achieve desired business outcomes.

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Quiz AP-211 - Marvelous Salesforce Health Cloud Accredited Professional Accurate Study Material

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Salesforce Health Cloud Accredited Professional Sample Questions (Q62-Q67):

NEW QUESTION # 62

A customer compliance department requires encryption at rest, notification of activities, and extensive field tracking. What are some key considerations and recommended practices for supporting compliance in Salesforce?

- A. Use the Salesforce Security Health Check to identify vulnerabilities, implement custom profiles and permission sets to control data access, and configure Data Loss Prevention policies to prevent data leakage.
- **B. Enable Salesforce Shield to monitor data access and usage, configure data Classification for sensitive data, and use Event Monitoring to track user activity.**
- C. Enable Field Audit Trail, implement encryption for sensitive data, and configure two-factor authentication for all users.
- D. Use Role Hierarchy to control data access, implement password policies for user accounts, and use IP Restrictions to limit access to trusted networks.

Answer: B

Explanation:

The requirement is:

Encryption at rest → Handled by Salesforce Shield Platform Encryption.

Notification of activities (user monitoring, data access) → Provided by Event Monitoring in Salesforce Shield.

Extensive field tracking → Achieved with Field Audit Trail, also part of Salesforce Shield.

That's why the correct answer is the Salesforce Shield bundle, which directly addresses all three compliance needs.

Why not the others?

A . Role Hierarchy, Password Policies, IP Restrictions → These are basic Salesforce security features, but they don't provide encryption at rest or activity monitoring.

B . Field Audit Trail + Encryption + 2FA → Close, but Field Audit Trail and Encryption require Shield anyway, and 2FA is important but doesn't meet the monitoring requirement.

D . Security Health Check + DLP policies → Useful for improving org security posture, but Salesforce does not have native DLP policies like in other security platforms. This doesn't satisfy the encryption + monitoring requirement.

Salesforce Health Cloud / Security Reference:

Salesforce Shield Overview:

"Use Shield Platform Encryption for encryption at rest."

"Use Event Monitoring to monitor and track user activity across apps."

"Use Field Audit Trail to retain field value changes for compliance requirements."

NEW QUESTION # 63

While setting up Advanced Therapy Management, a consultant wants to have patients associated to Care Programs during enrollment. They need to customize the Health Cloud enrollment process to match their customer's process. What should the consultant clone to customize for the customer, while leveraging out-of-the-box Health Cloud functionality?

- A. Apex Class
- **B. OmniScript**
- C. Flow
- D. FlexCard

Answer: B

Explanation:

In Salesforce Health Cloud Advanced Therapy Management (ATM), the enrollment process for associating patients to Care Programs is driven by OmniStudio OmniScripts.

Salesforce provides out-of-the-box OmniScripts for patient enrollment.

Best practice: Instead of building from scratch, you clone the delivered OmniScript and then customize it to align with your customer's unique enrollment process.

This approach ensures you continue to leverage Health Cloud's standard functionality while tailoring the process flow.

Why not the others?

A . FlexCard - Displays patient/care program info but doesn't handle the guided enrollment process.

B . Flow - Standard Salesforce Flows are not used for ATM enrollment; Health Cloud leverages OmniScripts for these guided workflows.

C . Apex Class - Only needed for custom logic; cloning Apex is not recommended for configuration/customization here.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Implementation Guide - Advanced Therapy Management:

"Enrollment processes for patients into Care Programs are delivered as OmniScripts. To customize these processes, clone the standard OmniScript and modify it to meet your business needs."

NEW QUESTION # 64

Bloomington Caregivers is currently in the process of updating its systems as part of a corporate-wide digital transformation initiative. Which two considerations should a consultant include when configuring security, sharing, and visibility rules in Health Cloud to meet a healthcare organization's needs?

Choose 2 answers

- A. Ensure that data mask is used in production to appropriately manage protected health information (PHI).
- B. Review Salesforce documentation and implement a standardized security and visibility model.
- **C. Regularly review and update security, sharing, and visibility settings in Health Cloud to align with evolving needs, regulations, and organizational policies.**
- **D. Understand customer needs, data security, privacy concerns, regulatory compliance, and sharing or visibility restrictions.**

Answer: C,D

Explanation:

When configuring security, sharing, and visibility in Salesforce Health Cloud, consultants must consider healthcare-specific requirements such as HIPAA, GDPR, and organizational policies. Two critical considerations are:

B . Understand customer needs, data security, privacy concerns, regulatory compliance, and sharing or visibility restrictions.

Healthcare data involves PHI (Protected Health Information), which requires strict compliance with HIPAA and regional regulations.

Consultants must tailor security models to meet specific privacy and compliance requirements.

C . Regularly review and update security, sharing, and visibility settings in Health Cloud to align with evolving needs, regulations, and organizational policies.

Regulations change, and so do organizational needs. Security and sharing rules must be reviewed and updated periodically to ensure ongoing compliance and relevance.

Why not the others?

A . Ensure that data mask is used in production to appropriately manage PHI.

Salesforce Data Mask is a tool for sandbox data anonymization, not for production. PHI in production should be secured using encryption, field-level security, and sharing rules-not Data Mask.

D . Review Salesforce documentation and implement a standardized security and visibility model.

While documentation is helpful, healthcare organizations require tailored security models that fit unique compliance and data access

needs, not a one-size-fits-all model.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Security & Compliance Guidance:

"When configuring Health Cloud, ensure security models reflect customer needs, privacy concerns, and regulatory compliance (HIPAA, GDPR, etc.)."

"Review and update security, sharing, and visibility models regularly to address evolving business, regulatory, and compliance requirements."

NEW QUESTION # 65

A payer needs to triage provider and care team inquiries around member plan benefits and member care. The agents also need to be informed about changes in records that require attention.

Which three permission set licenses should a consultant assign to the security model for these users?

- A. OmniStudio User permission set license
- B. Service Cloud User permission set license
- C. CRM Content User permission set license
- D. Contact Center for Health Cloud permission set license
- E. Health Cloud Platform permission set license

Answer: A,D,E

NEW QUESTION # 66

A pharma customer requires a scheduling tool to book infusions with multiple steps as part of its Health Cloud implementation. It needs a solution for care coordinators to book appointments without having to manually check availability and resources themselves.

Which solution should a consultant recommend?

- A. Advanced Therapy Management
- B. Intelligent Appointment Management
- C. Salesforce Scheduler
- D. Procedure Scheduling

Answer: A

NEW QUESTION # 67

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