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Salesforce Health Cloud Accredited Professional exam is designed for individuals who work in the healthcare industry and have experience using Salesforce Health Cloud to manage patient data and improve patient outcomes. Salesforce Health Cloud Accredited Professional certification validates a professional's skills and knowledge in implementing, configuring, and customizing the Salesforce Health Cloud platform.

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Salesforce Health Cloud Accredited Professional Certification Exam is a valuable credential for healthcare professionals who work with the Health Cloud platform. By earning this certification, professionals can demonstrate their expertise and knowledge of the Health Cloud platform to potential employers and clients. Additionally, the certification can help professionals stay up-to-date with the latest trends and developments in the healthcare industry, and can help them advance their careers in this rapidly-evolving field.

Salesforce Health Cloud Accredited Professional Sample Questions (Q91-Q96):

NEW QUESTION # 91

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

Answer: D

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 # 92

Which three steps should the Data Architect take to ensure a successful migration from the individual Model to person Accounts?
(Choose three).

- **A. Configure your person account record type in the individual Record type Migration**
- B. Enable 'Individual to Person Account Migration' in custom setting
- **C. Use a CSV field a map PersonRecordTypeId to the Person Account Recordtype.....**
- D. Log a case with Salesforce to perform the conversion from the individual Model to Person Accounts.
- **E. Ensure Person Accounts is enabled on the org.**

Answer: A,C,E

NEW QUESTION # 93

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. Research Industry trends and develop a point of view, then present it to the customer for validation.
- **C. Identify personas and ask their to walk through a day in their life, taking notes and identifying opportunities for optimization.**
- D. Build a proof of concept to present to the client and ask them for feedback.

Answer: C

Explanation:

To optimize workflows for a payer's call center, conducting a discovery phase requires identifying key pain points, inefficiencies, and opportunities.

Identify Personas and Walk Through a Day in Their Life:

Engage call center agents and supervisors who handle prior authorization requests and ask them to describe their daily processes, challenges, and tools used.

Take detailed notes to map out existing workflows and pinpoint inefficiencies. This approach provides insights into real-world challenges, helping to design tailored workflows that address bottlenecks.

Why Other Options Are Incorrect:

B . Build a proof of concept to present to the client and ask them for feedback:

Building a proof of concept comes later, after completing discovery and requirements gathering.

C . Research industry trends and develop a point of view, then present it to the customer for validation:

While understanding industry trends is useful, presenting pre-determined workflows without first understanding the customer's specific needs risks misalignment.

D . Use work from another project to inform the discovery, then review it with the IT department:

Reusing workflows from another project may not address the unique needs of this customer's call center processes.

Reference:

Salesforce Health Cloud Use Case Discovery Best Practices

Administer Health Cloud

NEW QUESTION # 94

Healthcare companies face challenges from a variety of sources. What are three common challenges they could encounter that HC solves for? (Choose 3)

- A. Insufficient funds allocated to Research and Development.
- B. The need to drive sales while reducing cost.
- C. Growing demand for a more personalized care experience.
- D. Growing customer expectations for delivery of care everywhere.
- E. There are not enough Providers for the amount of the Care Requests.

Answer: B,C,D

NEW QUESTION # 95

A customer is looking to implement Discovery Framework to manage their intake and clinical assessments.

Which three capabilities should a consultant configure with Health Cloud out-of-the-box to enhance their assessment functionality?

Choose 3 answers

- A. Using Previously Submitted Responses
- B. Adding a QR Code
- C. Digital Signature Capture
- D. SMS Assessment Completion
- E. FHIR Question Bank

Answer: A,C,E

Explanation:

Step 1: Understanding the Discovery Framework in Health Cloud

The Discovery Framework in Salesforce Health Cloud is designed to streamline intake and clinical assessments by providing reusable, modular, and compliant tools for healthcare organizations. It enables organizations to collect, store, and reuse responses to assessment questions efficiently and securely.

Reference:"Discovery Framework provides a way to design, distribute, and reuse forms and assessments for clinical and non-clinical scenarios. It leverages reusable question banks, digital data capture, and integration with Health Cloud objects."Administer Health Cloud - Assessments and Discovery Framework Step 2: FHIR Question BankCapability: The use of a FHIR-based Question Bank allows healthcare organizations to standardize questions and reuse them across multiple assessments. This ensures consistency and regulatory compliance in data collection.

Extract:"The Question Bank leverages the FHIR Questionnaire resource, making it easy to define, store, and reuse question sets for various clinical assessments."Administer Health Cloud - Discovery Framework:

Question Bank

Step 3: Digital Signature CaptureCapability: Digital Signature Capture is supported natively in Health Cloud assessments, ensuring consent, authenticity, and regulatory compliance.

Extract:"Out-of-the-box support for digital signature capture in assessment forms allows for secure, auditable consent capture, which is often required for clinical or legal compliance."Administer Health Cloud - Discovery Framework Features Step 4: Using

Previously Submitted ResponsesCapability: The ability to use previously submitted responses enhances user experience and speeds up the intake process by pre-populating assessments with earlier responses where relevant.

Extract:"You can configure assessments to pre-fill questions with responses from prior assessments, supporting both efficiency and patient engagement."Administer Health Cloud - Reuse of Data in Assessments Step 5: Options Not Natively Supported Out-of-the-Box A). Adding a QR Code: Not natively supported in Health Cloud Discovery Framework out-of-the-box for assessments. This would require custom development or external integrations.

B). SMS Assessment Completion: Not supported out-of-the-box; may require integration with Marketing Cloud or external SMS

services and customization.

Reference for non-supported features: "Features such as QR code generation or SMS completion notifications are not available out of the box and would require customizations or integrations." Administer Health Cloud

NEW QUESTION # 96

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