

AP-211 PrüfungGuide, Salesforce AP-211 Zertifikat - Salesforce Health Cloud Accredited Professional



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Salesforce AP-211 Prüfungsplan:

Thema	Einzelheiten
Thema 1	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.
Thema 2	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.
Thema 3	Design: This domain encompasses creating Health Cloud solution designs using best practices, modeling healthcare entities with appropriate objects, determining specific capabilities to use, defining success metrics and reporting, implementing security and compliance, developing integration strategies, and creating data migration plans.
Thema 4	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.

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Salesforce Health Cloud Accredited Professional AP-211 Prüfungsfragen mit Lösungen (Q80-Q85):

80. Frage

Bloomington Caregivers needs to monitor care plan adherence for the patients at various facilities within its network. What is available to extend the reporting capability of Health Cloud?

- A. Care Management Extension
- B. Insights for Health Cloud
- C. Reporting unmanaged package
- **D. CRM Analytics for Health Cloud**

Antwort: D

Begründung:

Step-by-Step Explanation:

CRM Analytics for Health Cloud:

Exact Extract:

"CRM Analytics for Health Cloud delivers prebuilt dashboards and extended analytics for monitoring care plans, outcomes, and adherence across networks and facilities." Reference:

Why Not Other Options?

Insights for Health Cloud: Not a standard reporting/analytics product for care plan adherence.

Reporting unmanaged package: Not mentioned in the latest Health Cloud documentation.

Care Management Extension: Refers to process automation, not analytics.

81. Frage

Bloomington Caregivers would like to bulk upload information to support Provider Search and Provider Relationship Card. What are the two best practice recommendations to upload this information?

Choose 2 answers

- A. Use Provider Relationship API.
- B. Use Provider Card API.
- **C. Use Data Loader.**
- **D. Use Composite API Request.**

Antwort: C,D

82. Frage

A healthcare organization is launching a new gene therapy program, and an administrator needs to leverage Advanced Therapy Management.

In which two ways does Advanced Therapy Management assist the healthcare organization with its complex scheduling requirements?

Choose 2 answers

- A. Optimize appointment chain with Einstein.

- B. Schedule a telehealth appointment.
- C. Book multi-step appointments.
- D. Reschedule part of the appointment chain.

Antwort: C,D

Begründung:

Step 1: Requirement Analysis

Admin needs to leverage Advanced Therapy Management for complex gene therapy scheduling.

Step 2: Key Capabilities of Advanced Therapy Management

Book multi-step appointments: Supports sequencing and booking complex, interdependent appointments and procedures (e.g., cell collection, manufacturing, infusion).

Reschedule part of the appointment chain: Enables rescheduling one step in a multi-step process without rebooking the entire chain.

Extract:

"Advanced Therapy Management allows for the orchestration of complex, multi-step appointment chains and the flexibility to reschedule individual steps in the chain." Administer Health Cloud - Advanced Therapy Management Other options:

A: Telehealth scheduling is not a specific feature of Advanced Therapy Management.

D: Einstein is not natively used for chain optimization in Advanced Therapy Management as per current documentation.

Verified Answers:

B . Book multi-step appointments.

C . Reschedule part of the appointment chain.

83. Frage

A provider is looking to implement Utilization Management in Health Cloud and submit and track prior authorizations.

Which two capabilities should a consultant customize to achieve this?

Choose 2 answers

- A. Create a new UtilizationManagementSettings record in Custom Settings.
- B. Integrate using MuleSoft Direct for electronic Prior Authorizations (ePA).
- C. Create a new Support Process to match the customer's process steps.
- D. Customize the Service Request object.

Antwort: B,D

Begründung:

Health Cloud supports Utilization Management (UM) through the Service Request object, which tracks prior authorization requests, and through integration with electronic prior authorization systems using MuleSoft.

Customize the Service Request object:

Extract:

"The Service Request object is at the core of the Utilization Management process in Health Cloud. You can customize fields, page layouts, and automation to match your business processes for prior authorization." (Source: Administer Health Cloud - Utilization Management) Integrate using MuleSoft Direct for ePA:

Extract:

"Integrate Health Cloud Utilization Management with external systems using MuleSoft Direct, enabling electronic submission and tracking of prior authorizations." (Source: Administer Health Cloud - Utilization Management Integration) Why not B or D?

There is no standard custom setting called UtilizationManagementSettings for this process.

Support Process is more for standard Salesforce Cases and not directly linked to Utilization Management flows in Health Cloud.

84. Frage

An administrator is configuring security for a patient list.

Health Cloud Accredited Professional

Which three considerations should the administrator take into account to ensure proper access to the list?

Choose 3 answers

- A. Administrators can restrict access to patient or member lists using standard Salesforce sharing settings on the list.
- B. Administrators can create restriction rules to offset a private organization-wide default setting.
- C. Administrators can restrict access using HCPatientListSecurity custom setting.
- D. When a user's field-level security restricts access to a field used as a display column, the column does not appear in the list.
- E. Users with profile or permission sets that restrict access to an object cannot create a list using that object.

Antwort: A,D,E

85. Frage

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