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Salesforce Health Cloud Accredited Professional certification exam is a rigorous exam that requires a thorough understanding of healthcare industry standards and regulations. It covers areas such as data security, privacy, and compliance, as well as the use of Salesforce Health Cloud to manage patient data, care plans, and communications. Health-Cloud-Accredited-Professional exam also evaluates the candidate's knowledge of best practices for configuring and customizing the platform to meet the unique needs of healthcare providers.

Salesforce Health Cloud is a platform that is specifically designed to help healthcare organizations engage with their patients in a more personalized and efficient way. It is a cloud-based solution that offers a complete view of a patient's medical history, allowing healthcare providers to deliver better care. The Salesforce Health Cloud is an innovative solution that has revolutionized the healthcare industry, and as such, there is a need for professionals who are skilled in its use. This is where the Salesforce Health-

Cloud-Accredited-Professional Exam comes in.

Salesforce Health Cloud Accredited Professional certification exam is designed to test the expertise of professionals in the healthcare industry who use Salesforce Health Cloud. Salesforce Health Cloud Accredited Professional certification is for individuals who want to demonstrate their knowledge and skills in configuring, implementing, and using Salesforce Health Cloud to improve patient care and outcomes.

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# Salesforce Health Cloud Accredited Professional Sample Questions (Q48-Q53):

**NEW QUESTION # 48**
Which Three items can be a Life Science company track about a Care Programs using Program Management? (Choose Three. (Repeated question)

- A. The multiple marketing campaigns that enrollees are subjected to as part of the Care Program.
- B. The plans that enrollees have been engaged in as part of the care program
- C. The products that are associate with a given Care Program
- D. The budget & Expenses of the company's associate Care Program
- E. The clinical indicators that need to be monitored in the care programs

**Answer: A,B,C**

Explanation:
According to the Health Cloud Data Model Developer Guide, Program Management is a feature in Health Cloud that allows life science companies to track and manage care programs that offer products and services to patients and providers. With Program Management, life science companies can track the following three items about a care program:
The multiple marketing campaigns that enrollees are subjected to as part of the care program. This item can be tracked by using the CareProgramEnrolleeCampaign object, which represents a marketing campaign that targets a specific care program enrollee.
The products that are associated with a given care program. This item can be tracked by using the CareProgramEnrolleeProduct object, which represents a product or service that is offered to a care program enrollee.
The plans that enrollees have been engaged in as part of the care program. This item can be tracked by using the CareProgramEnrolleePlan object, which represents a plan or package that contains one or more products or services for a care program enrollee. The budget and expenses of the company's associated care program is not an item that can be tracked by using Program Management. The clinical indicators that need to be monitored in the care programs is not an item that can be tracked by using Program Management.

**NEW QUESTION # 49**
A medical device organization needs to track account information and its geographical details to provide information to representatives onsite.
Which three objects support this scenario?
Choose 3 answers

- A. Healthcare Facility
- B. Facility Address
- C. Clinic Location
- D. Location

**Answer: A,B,D**

Explanation:
In Salesforce Health Cloud, when an organization needs to track account information along with geographical details (like facilities, addresses, and locations), the following objects are used:
A . Location
A standard object in Salesforce used to store physical location data such as addresses, latitude/longitude, and site details.
Useful for mapping and onsite representative visits.
B . Healthcare Facility
Represents the organization's clinical facilities (hospitals, clinics, labs, etc.).
Connected to Accounts to model the healthcare network.
C . Facility Address
Stores detailed address information for a healthcare facility.
Provides geographical data needed by onsite reps.
Why not D. Clinic Location?
Clinic Location is not a standard Health Cloud object. The correct objects are Healthcare Facility + Facility Address + Location to track facility and geographical details.
Salesforce Health Cloud Reference:
* Salesforce Health Cloud Provider Data Model:
"Use the Healthcare Facility object to represent hospitals, clinics, and other care sites."
"Use the Facility Address object to store location-specific details about healthcare facilities."
"The Location object stores standardized address and geographic information."

## NEW QUESTION # 50

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. Build a proof of concept to present to the client and ask them for feedback.
- B. Research Industry trends and develop a point of view, then present it to the customer for validation.
- C. Use work from another project to Inform the discovery, then review It with the IT department.
- D. Identify personas and ask their to walk through a day in their life, taking notes and identifying opportunities for optimization.

**Answer: D**

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 # 51

Which is true about choosing a care request type when setting up a new care request record?

- A. Multiple care request types can be chosen for a single care request.
- B. A case record type can be chosen to identify a single care request type for each care request.
- C. A care request type cannot be chosen when creating a new care request.
- D. Any case record type can be chosen when creating care request.

**Answer: B**

Explanation:
According to the Salesforce documentation3, when setting up a new care request record, you need to choose a case record type to identify the care request type. The care request type determines what fields and values are available on the care request record. There are four predefined care request types in Health Cloud: Physician Request, Drug Request, Admission Request, and Appeal Request. You can also create custom care request types to suit your business needs3.

## NEW QUESTION # 52
In which two ways can a Data Architect ensure PHI/PII data visibility is minimized during the migration of Patient Data from an existing Service Cloud org to a new HC org?(Choose 2)

- A. Ensure Sandboxes have
- B. Use Data Templates to exclude PHI/PII data from being added to Partial Copy Sandboxes
- C. Use Salesforce Data Masking when moving data to a Sandbox.
- D. Export Data to a spreadsheet to remove PHI before importing it into a Sandbox
- E. Platform Shield enabled.

**Answer: C,E**

## NEW QUESTION # 53
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