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## **Salesforce Health Cloud Accredited Professional Sample Questions (Q16-**

## Q21):

### NEW QUESTION # 16

The Salesforce Admin for Lake Tahoe Hospital wants to implement Utilization Management. Which two of the listed steps need to be taken during the set-up process? (Choose 2)

- A. Install the Health Cloud Care Request Extensions unmanaged package.
- B. Assign the Health Cloud Permission Set License and the Health Cloud Platform Permission Set License to Salesforce Lightning users.
- C. Assign the Health Cloud Permission Set License and Health Cloud Platform Permission Set License to Salesforce Classic users.
- D. Install the Utilization Management Extensions.

**Answer: A,B**

Explanation:

According to the Health Cloud Implementation Guide, the two steps that need to be taken during the set-up process for Utilization Management are:

Install the Health Cloud Care Request Extensions unmanaged package. This package contains custom objects, fields, layouts, tabs, and components for Utilization Management.

Assign the Health Cloud Permission Set License and the Health Cloud Platform Permission Set License to Salesforce Lightning users. These licenses enable access to Health Cloud features and functionalities for Lightning Experience. Assigning the Health Cloud Permission Set License and Health Cloud Platform Permission Set License to Salesforce Classic users is not necessary for Utilization Management. Installing the Utilization Management Extensions is not a valid step for Utilization Management.

### NEW QUESTION # 17

A consultant is preparing to install Health Cloud in a production org for the first time.

Which three tasks should the consultant ensure are completed prior to installing Health Cloud?

Choose 3 answers

- A. Enable Health Cloud Installation Monitor.
- B. Enable Person Accounts.
- C. Enable Shield Event Monitoring.
- D. Enable Contacts to Multiple Accounts,
- E. Enable Chatter.

**Answer: B,D,E**

Explanation:

Step-by-Step

Salesforce Health Cloud Prerequisites:

Enable Person Accounts:

Required for representing patients and healthcare contacts.

"Person Accounts must be enabled before installing Health Cloud."

- Reference: Health Cloud Installation Prerequisites

Enable Chatter:

Health Cloud uses Chatter for collaboration between care teams.

"Chatter must be enabled to use Health Cloud features like care coordination and notes."

- Reference: Health Cloud Installation Prerequisites

Enable Contacts to Multiple Accounts:

Necessary to relate patients to multiple organizations/providers.

"Enable Contacts to Multiple Accounts to relate contacts (patients) to more than one account (e.g., provider, payer)."

- Reference: Health Cloud Installation Prerequisites

Other Options:

B . Enable Shield Event Monitoring: Not required for Health Cloud installation (but is a best practice for auditing and compliance in some orgs).

D . Enable Health Cloud Installation Monitor: Not a standard Salesforce setting or prerequisite.

Reference:

Health Cloud Installation Prerequisites

### NEW QUESTION # 18

Where can a Salesforce administrator configuring different levels of access to patients' care plans, configure team members different levels of access to cases to ensure sensitive data is not shared with the wrong groups?

- A. Profiles
- B. Contact Roles on case
- C. Permission Sets
- D. Case Team Roles
- E. Permission Set Groups

**Answer: D**

Explanation:

Reference and details below.

□

### NEW QUESTION # 19

In which two ways can an administrator ensure that Patient Risk scores are recalculated periodically? (Choose Two.)

- A. Setup a Apex batch job and run the job manually
- B. Create a Healthcare Provider enrollment flow.
- C. Use the CMS recalculation API
- D. Setup a scheduled Apex batch job.
- E. Use a third party API to recalculate CMS risk score

**Answer: A,D**

Explanation:

Reference and details below.

□

### NEW QUESTION # 20

Bloomington Caregivers is implementing Health Cloud for managing the healthcare data of children under the age of 13. Which three considerations should the company take into account to ensure compliance with the Children's Online Privacy Protection Act (COPPA)?

Choose 3 answers

- A. Implementing appropriate security measures to safeguard children's personal information
- B. Obtaining verified parental consent before collecting and storing any personal information of children
- C. Ensuring that Bloomington Caregivers' system implementation partner has met all COPPA regulations during the build phase
- D. Ensuring information collected about children is protected with at rest and in-transit encryption
- E. Disclosing the organization's privacy policy to parents and obtaining their consent

**Answer: A,B,D**

Explanation:

To comply with the Children's Online Privacy Protection Act (COPPA) while implementing Salesforce Health Cloud for managing the data of children under 13, Bloomington Caregivers must consider the following:

\* Requirement:

\* COPPA mandates that companies take reasonable measures to secure children's personal information against unauthorized access or disclosure.

\* Implementation in Health Cloud:

\* Use Salesforce's robust security features, such as Shield Platform Encryption, two-factor authentication, and role-based access controls, to safeguard sensitive data.

\* Requirement:

\* Personal data of children must be encrypted during storage (at rest) and transmission (in transit) to prevent unauthorized access.

\* Implementation in Health Cloud:

\* Use Salesforce Shield for platform encryption, ensuring compliance with data protection standards.

- \* Enable HTTPS for secure communication channels and encrypt sensitive fields like names, addresses, and medical records.
- \* Requirement:
  - \* Organizations must obtain verifiable consent from parents or guardians before collecting or storing any personal information about children under 13.
- \* Implementation in Health Cloud:
  - \* Implement custom workflows or forms to capture and log parental consent.
  - \* Use audit tracking to document consent for regulatory compliance.
- \* Partner Compliance (Option D):
  - \* While ensuring partners adhere to COPPA is important, it is not explicitly required by the healthcare organization itself under COPPA.
- \* Disclosing Privacy Policies (Option E):
  - \* Disclosing policies is essential, but it is part of obtaining parental consent (Option C).

References:

- Salesforce Shield Platform Encryption
- COPPA Compliance Guidelines

## NEW QUESTION # 21

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