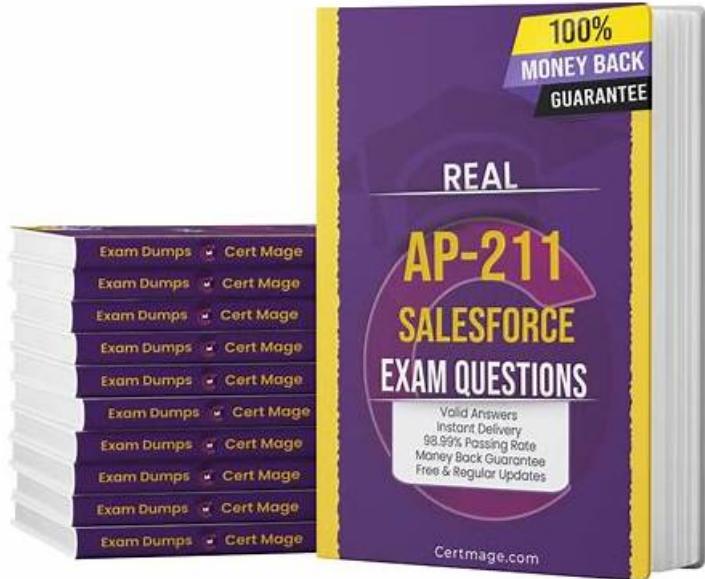


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## Salesforce Health Cloud Accredited Professional Sample Questions (Q85-Q90):

### NEW QUESTION # 85

Care managers at Bloomington Caregivers call patients after they are discharged from a hospital to ask a series of questions, which the care manager enters into Health Cloud. The patient is then automatically assigned a personalized care plan based on the answers they provided.

Which two capabilities should a consultant leverage together to fulfill this requirement?

Choose 2 answers

- A. Integrated Care Management
- B. Care Programs
- C. **Discovery Framework**
- D. **Salesforce Surveys**

**Answer: C,D**

Explanation:

The scenario involves collecting structured information (series of questions) from patients and automatically assigning a personalized care plan based on their answers.

Step-by-Step Reference:

Salesforce Surveys can be used to gather responses from patients post-discharge.

Extract:

"With Salesforce Surveys, care managers can send and record responses directly within Health Cloud, allowing structured data capture from patients." (Source: Administer Health Cloud - Surveys) Discovery Framework processes responses and triggers automated care plan assignments based on responses.

Extract:

"The Discovery Framework in Health Cloud enables dynamic question flows and recommendations, such as assigning care plans based on patient answers." (Source: Administer Health Cloud - Discovery Framework) Combining these, care managers can capture structured data (Surveys) and drive workflow automation and personalization (Discovery Framework).

#### **NEW QUESTION # 86**

An agent at a MedTech company requires a UI component that displays customer data and contains a link to create a new order. Once clicked, the link starts a process to build a new order and displays the available products for purchase.

Which three OmniStudio capabilities are required to solve this use case?

Choose 3 answers

- A. Integration Procedures
- B. **Flexcards**
- C. Document Generation
- D. **DataRaptors**
- E. **OmniScript**

**Answer: B,D,E**

Explanation:

The use case describes:

A UI component to display customer data → FlexCards

A link to start a process (build a new order) → OmniScript

Retrieving and displaying available products → DataRaptors (and often Integration Procedures if orchestration is needed).

Let's map it step by step:

D . FlexCards → Used to display contextual customer data on the UI and provide clickable actions (like "Create New Order").

E . OmniScript → Guides the user through the order creation process, step by step (product selection, details, confirmation).

A . DataRaptors → Extract and load Salesforce data (e.g., retrieving available products, saving the order).

These three are the core capabilities needed.

Why not the others?

B . Integration Procedures - Helpful if the solution requires multiple data sources or orchestration, but the question doesn't explicitly state external integration or complex orchestration. If data is all within Salesforce, DataRaptors are enough.

C . Document Generation - Used to create documents (PDFs, Word, etc.), which isn't part of this order creation flow.

Salesforce Health Cloud / OmniStudio Reference:

Salesforce OmniStudio Developer Guide

"FlexCards present contextual information and actions in a UI component."

"Use OmniScripts to guide users through business processes such as creating orders."

"DataRaptors retrieve, transform, and save Salesforce data for use in OmniScripts and FlexCards."

#### **NEW QUESTION # 87**

Users need to analyze their patient or member referrals through a prebuilt dashboard that includes reports on important aspects of their referral management.

What should a consultant do in this case?

- A. Upload a Provider Referral Dashboard Template and enable the action bar so that users can generate a Patient Referral Management report.
- B. Add extra picklist values to Account record type and add fields on the page layout for patient referral data for CRM Analytics to generate a Patient Referral Management report.
- C. Install the add-on package that delivers Health Cloud Reports for Utilization Management and Health Cloud for Patient Referral Management.
- D. **Install the unmanaged extension package that delivers Health Cloud Reports for Patient Referral Management.**

**Answer: D**

#### **NEW QUESTION # 88**

Bloomington Caregivers uses Health Cloud and has an integration setup with an external payer system. Which three business level APIs should a consultant recommend to help the payer organization electronically receive requests for care services?

Choose 3 answers

- A. Referral Request
- B. Care Services
- C. Admission, Discharge, and Transfer (ADT)
- D. Benefit Verification
- E. Prior Authorization

**Answer: A,D,E**

#### **NEW QUESTION # 89**

Bloomington Caregivers is implementing Virtual Care in Health Cloud.

Which three steps are required as part of the setup?

Choose 3 answers

- A. **Install the Virtual Care unmanaged package.**
- B. **Assign Health Cloud Video Calls permission set.**
- C. Configure Provider Search,
- D. Connect to an external electronic health record (EHR) scheduling system
- E. **Set up and configure Salesforce Scheduler.**

**Answer: A,B,E**

#### **NEW QUESTION # 90**

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