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### NEW QUESTION 27

Which Data Model Leverages external objects to support the use Case?

- A. Clinical Service Requests
- B. Member Plan
- C. Care Observations
- D. Claims

Answer: D

### NEW QUESTION 28

An insurance organization wants to be able to track specialties and sub-specialties related to practitioner to use in provider search. Which would they store these relationships? (Choose three.)

- A. Care Taxonomy
- B. Care specialty
- C. Healthcare provider specialty

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Salesforce Health Cloud Accredited Professional certification is ideal for healthcare professionals, consultants, developers, and administrators who want to enhance their career in the healthcare industry. Salesforce Health Cloud Accredited Professional certification also provides a competitive edge in the job market and enables professionals to demonstrate their expertise in Health Cloud implementation and management. Salesforce Health Cloud Accredited Professional certification is valid for two years and requires completion of a maintenance exam or earning a higher-level certification to renew.

Salesforce Health-Cloud-Accredited-Professional Exam covers a broad range of topics related to Salesforce Health Cloud, including patient management, care coordination, and data analytics. Health-Cloud-Accredited-Professional Exam consists of 60 multiple-choice questions that must be answered within 90 minutes. To pass the exam, candidates must score at least 63%. Health-Cloud-Accredited-Professional exam is offered in English and can be taken online or in-person at a testing center. Upon passing the

exam, candidates will receive the Salesforce Health Cloud Accredited Professional certification, which demonstrates their knowledge and proficiency in using Salesforce Health Cloud to improve patient care and healthcare operations.

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The Salesforce Health-Cloud-Accredited-Professional Exam is designed to test your knowledge of Health Cloud and its various features, including patient management, care coordination, and data analysis. It covers topics such as patient engagement, electronic health records, clinical data integration, and healthcare analytics. By passing Health-Cloud-Accredited-Professional exam, you will demonstrate your ability to use Health Cloud to improve patient outcomes, increase operational efficiency, and drive business growth. Salesforce Health Cloud Accredited Professional certification is recognized by the healthcare industry and is a valuable asset for anyone looking to advance their career in healthcare technology.

### Salesforce Health Cloud Accredited Professional Sample Questions (Q114-Q119):

#### NEW QUESTION # 114

At Bloomington Caregivers, care coordinators can only view patient records they own in Health Cloud.

Moving forward, a small subset of auditors need access.

What should a consultant do to expand this access?

- A. Create a criteria-based Account sharing rule.
- B. Update organization-wide default for Account and Contract to Public Read-Only.
- C. Create a user access policy with grant permissions.
- D. Create a restriction rule for the Person Account object.

#### Answer: A

Explanation:

\* Expanding Access to Auditors:

\* Exact Extract:

"Use criteria-based sharing rules to grant additional access to Person Account (patients) records for users or groups who do not own the records, such as auditors." Reference: Salesforce Security Guide - Sharing Rules Other Options:

Restriction rule: Restricts, not expands, access.

User access policy: Not a Salesforce standard for sharing data.

Changing org-wide default to Public Read-Only: Not best practice for PHI and patient data - should use sharing rules for scoped access.

#### NEW QUESTION # 115

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

## **Answer: A,D,E**

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:

### 1. Implementing Appropriate Security Measures (Option A):

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.

### 2. Ensuring Encryption of Data (Option B):

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.

### 3. Obtaining Verified Parental Consent (Option C):

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.

Other Options:

### 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).

Reference:

Salesforce Shield Platform Encryption

COPPA Compliance Guidelines

## **NEW QUESTION # 116**

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

## **Answer: A**

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 # 117

Bloomington Caregivers is looking to view potential drug-to-drug interactions for its patients' medications and make recommendations based on that data within Health Cloud.

Which Health Cloud add-on should a consultant recommend to fulfill this requirement?

- A. RxNorm DDI connectivity
- B. Medication interactions
- C. Allergy intolerance
- D. **Medication Management**

**Answer: D**

Explanation:

Medication Management is a Health Cloud add-on product that helps providers and care coordinators manage the medication regimen of their patients, helping to improve patient safety and reduce healthcare costs<sup>1</sup>. One of the features of Medication Management is the ability to perform medication reconciliation of patients' medication list and detect potential drug-to-drug interactions<sup>1</sup>. This feature can help Bloomington Caregivers to view and address any medication issues for their patients and make recommendations based on the data within Health Cloud.

Reference:

1: Medication Management | Health Cloud Administration | Salesforce Developers

### NEW QUESTION # 118

A customer wants to view and navigate to critical insurance, clinical, and primary care physician information on a patient's profile. Which Health Cloud capability should a consultant implement?

- A. Enhanced Timeline
- B. Enhanced Highlights Panel
- C. Patient Path
- D. **Advanced Patient Card**

**Answer: D**

Explanation:

The Advanced Patient Card in Salesforce Health Cloud provides an organized and navigable view of critical patient information, such as insurance, clinical data, and details of the primary care physician. This feature allows healthcare providers to access key data quickly within a patient's profile.

Key Features of Advanced Patient Card:

Data Aggregation: Consolidates insurance, clinical, and provider information in a single, easy-to-navigate view.

Customizable Fields: Allows organizations to configure the card to display the most relevant information.

Improved User Experience: Designed to streamline the workflow of care providers by providing quick access to key data.

Why Other Options Are Incorrect:

Patient Path: Focuses on tracking patient milestones rather than critical information at a glance.

Enhanced Timeline: Provides a chronological view of patient interactions, not immediate profile data.

Enhanced Highlights Panel: Displays high-level patient data but lacks the depth and configurability of the Advanced Patient Card.

Reference:

Advanced Patient Card Overview

### NEW QUESTION # 119

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