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## **Salesforce Health Cloud Accredited Professional Sample Questions (Q27-Q32):**

### **NEW QUESTION # 27**

When setting up Intelligent Sales, which three types of records should an administrator create for a Field Sales Agent before Visit records can be created? (Choose three.)

- A. Assets
- **B. Accounts**
- C. Opportunities
- **D. Locations**
- **E. Contacts**

**Answer: B,D,E**

### **NEW QUESTION # 28**

Bloomington Caregivers has set up Health Cloud and needs to analyze patient referrals through Salesforce reports and dashboards. Which Health Cloud unmanaged package should a consultant recommend to deliver a prebuilt dashboard and reports?

- **A. Health Cloud Reports for Patient Referral Management**
- B. Health Cloud Member Referral Management Reports
- C. Health Cloud Referral Management Reports
- D. Health Cloud Network Management Reports

**Answer: A**

Explanation:

Salesforce Health Cloud offers various unmanaged packages that extend its functionality by providing specialized tools and prebuilt components. For Bloomington Caregivers aiming to analyze patient referrals through Salesforce reports and dashboards, the Health Cloud Reports for Patient Referral Management unmanaged package is specifically designed to meet this need.

This package includes:

Prebuilt Reports: A set of reports focused on key metrics related to patient or member referrals, such as referral status, sources, and outcomes.

Dashboard: A comprehensive dashboard that consolidates these reports, providing visual insights into referral patterns and performance.

By installing this package, Bloomington Caregivers can leverage ready-made analytical tools to monitor and optimize their referral processes without the need to develop custom reports from scratch. This accelerates the implementation timeline and ensures that best practices in referral management reporting are utilized.

Installation Steps:

Access the Installer URL: Navigate to the installer URL for the Health Cloud Reports for Patient Referral Management package: Health Cloud Reports for Patient Referral Management.

Log In to Salesforce: Ensure you are logged into the Salesforce org where you intend to install the package.

Select Installation Audience: Choose the appropriate installation option (e.g., Install for Admins Only, Install for All Users, or Install for Specific Profiles) based on your organization's requirements.

Install the Package: Follow the on-screen instructions to complete the installation.

Verify Installation: After installation, navigate to the "Installed Packages" section in Setup to confirm that the package is listed.

Assign Permissions: Ensure that users who need access to the reports and dashboard have the necessary permissions. This may involve assigning specific permission sets or updating profile settings.

Customize as Needed: While the package provides prebuilt reports and a dashboard, you can customize them to better fit your organization's specific needs.

Implementing this package enables Bloomington Caregivers to effectively analyze and manage patient referrals, leading to improved operational efficiency and patient care outcomes.

Reference:

Install Health Cloud Packages

Monitor Patient Referrals

### NEW QUESTION # 29

A Payer Service Cloud org uses Accounts and contacts to model Health Insurance Members. While all teams within the organization Work with all members, only some teams require HC capabilities. What is the recommended best practice for modeling members in HC for this organization?

- A. Only groups needing HC capabilities need to use Person Accounts.
- B. Account Record Types for existing members can remain as-is. Future members should be created as Person Accounts.
- **C. Model as Person Accounts, whether they are using HC capabilities or not.**
- D. Use the individual model with HC

**Answer: C**

Explanation:

According to the Health Cloud Implementation Guide, the recommended best practice for modeling members in Health Cloud for a payer service cloud org that uses accounts and contacts to model health insurance members is to model them as person accounts, whether they are using Health Cloud capabilities or not. Person accounts are a type of account that combines account and contact information in a single record. They are suitable for representing individual consumers in healthcare and life sciences. Using person accounts for all members can simplify data management and avoid data duplication. Only groups needing Health Cloud capabilities need to use person accounts is not a recommended best practice, as it can create inconsistency and complexity in data modeling. Account record types for existing members can remain as-is is not a recommended best practice, as it can limit the functionality and integration of Health Cloud features. Using the individual model with Health Cloud is not a valid option, as the individual model is not supported by Health Cloud.

### NEW QUESTION # 30

A developer needs to modify the out-of-the-box Advanced Patient Card to display the Category, SubjectID, and Date for active Clinical Alerts. Which three steps should the developer take to accomplish this?

Choose 3 answers

- A. Define session variables to control visibility of clinical data.
- **B. Clone the parent card.**
- C. Create and activate a new child card.
- **D. Change the child card state to show active.**
- **E. Create a DataRaptor to extract necessary data.**

**Answer: B,D,E**

Explanation:

To modify the out-of-the-box Advanced Patient Card in Salesforce Health Cloud to display the Category, SubjectID, and Date for active Clinical Alerts, a developer should follow these steps:

\* Clone the Parent Card (Option A):

\* Begin by cloning the existing parent FlexCard that represents the Advanced Patient Card. This allows you to create a customized version without altering the original component.

\* Cloning ensures that the new card retains the base functionality while providing the flexibility to add or modify features as required.

\* Create a DataRaptor to Extract Necessary Data (Option C):

\* Utilize OmniStudio's DataRaptor to define a data extraction process that retrieves the specific fields-Category, SubjectID, and Date-from the Clinical Alerts object.

\* Configure the DataRaptor to filter and return only active clinical alerts, ensuring that the card displays relevant information.

\* This step is crucial for sourcing the data that will be presented on the customized patient card.

\* Change the Child Card State to Show Active (Option E):

\* After cloning the parent card, modify the state of the child card to ensure it displays active clinical alerts.

\* This involves setting the appropriate conditions within the card's configuration to filter and present only active alerts, aligning with the requirement to display current clinical information.

By executing these steps, the developer customizes the Advanced Patient Card to effectively display the desired fields for active

Clinical Alerts, enhancing the utility of the patient card for healthcare providers.

References:

Advanced Patient Card - Salesforce Help

OmniStudio for Health Cloud

### NEW QUESTION # 31

Which three are the main consideration when transforming the individual .....

- A. Patient to Case Object relationship
- B. Account to Case object relationship
- C. OWD sharing
- D. Integration between Salesforce and 3rd party system
- E. Transforming the individual data model to person accounts in production org..

Answer: C,D,E

### NEW QUESTION # 32

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