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Salesforce Health Cloud Accredited Professional Sample Questions (Q16-Q21):

NEW QUESTION # 16

As part of a post-visit summary, a client wants to send patients information documenting their visit and care plan. A patient advocate will select from templates to create personalized documents to send.

Which tool should a developer use to provide the necessary functionality?

- A. Health Cloud Email Manager
- B. Contract Lifecycle Management
- C. OmniStudio Document Generation
- D. Salesforce PDF Generator

Answer: C

Explanation:
Step-by-Step Explanatio n:
Requirement Analysis:
The client wants to send patients a personalized summary document after their visit, including their care plan.
The process involves selecting from templates and generating patient-specific content.
Tool Comparison:
Health Cloud Email Manager:
Used for composing and sending emails, not for generating documents from templates.
Salesforce PDF Generator:
While Salesforce can generate PDFs from reports, it does not offer flexible, template-based document generation suited for post-visit summaries or complex care plans, especially with dynamic fields.
OmniStudio Document Generation:
Specifically designed to enable dynamic, template-based document creation in Health Cloud and other Salesforce verticals.
Allows users to select templates, merge patient/case data, and generate PDFs or DOCX that can be sent to patients or caregivers.
Supports integration within Health Cloud flows, empowering users (like a patient advocate) to initiate document generation with a few clicks.
Contract Lifecycle Management:
Focused on legal contracts and workflows, not patient summaries or care plans.
Exact Extracts and Reference from Salesforce Docs:
Extract from OmniStudio Standard Guide:
"OmniStudio Document Generation lets you generate dynamic documents from templates, such as care plans, patient summaries, or correspondence. Templates can be pre-built and allow for the insertion of Health Cloud data fields, enabling the creation of personalized documents for patients or members."
- OmniStudio Document Generation Overview
From Health Cloud Admin Guide, under Patient Correspondence:
"Patient advocates can use OmniStudio Document Generation to select templates and create personalized care documents for patients based on their Health Cloud data."
- Reference: Administer Health Cloud - Document Generation
Best Practice from Salesforce:
Salesforce recommends OmniStudio Document Generation for any scenario requiring dynamic, patient-specific document creation and distribution.
Reference:
OmniStudio Document Generation Overview
Administer Health Cloud - Document Generation

NEW QUESTION # 17

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

Answer: A

Explanation:
In Salesforce Health Cloud, when a customer wants to view and navigate to critical patient information such as insurance, clinical, and primary care physician details, the right feature to implement is the Advanced Patient Card.
The Advanced Patient Card provides a configurable panel that displays key patient information at a glance directly on the patient's profile.
It allows quick navigation to related records (insurance coverage, care team/PCP, clinical info, etc.) without switching pages.
It's specifically designed to give providers and service representatives a 360-degree view of the patient's most important details.
Why not the others?
A . Enhanced Highlights Panel - This is a general Salesforce feature to show record highlights, but it's not tailored to healthcare-specific patient insights.
B . Enhanced Timeline - Useful for viewing chronological events (interactions, activities, encounters), but not for quick access to insurance/PCP details.
D . Patient Path - This is a visual guide for patient journeys or care programs, not for surfacing key profile details.
Salesforce Health Cloud Reference:
Salesforce Health Cloud Implementation Guide - Advanced Patient Card:
"Use the Advanced Patient Card to display a patient's most critical information-such as coverage, conditions, medications, and care team members-directly on the patient profile for easy reference and navigation." Salesforce Help: Advanced Patient Card

NEW QUESTION # 18
A provider wants to set up a Contact Center leveraging Health Cloud to enable its patients to set up appointments, get answers to their billing questions, and update their plan information.
Which group of people should a consultant work with to identify pain points and define project requirements?

- A. (Persona) Care coordinator
  (Stakeholder) Sales administrator
  (Stakeholder) Tableau developer
- B. (Persona) Contact Center agent
  (Stakeholder) Tableau developer
  (Stakeholder) MuleSeft developer
- C. (Persona) Contact Center agent
  (Stakeholder) Salesforce administrator
  (Stakeholder) Integration architect
- D. (Persona) General physician
  (Stakeholder) Salesforce administrator
  (Stakeholder) Marketing Cloud administrator

Answer: C

Explanation:
Step-by-Step Explanatio n:
Understanding the Scenario:
The provider aims to build a Contact Center using Health Cloud for patients to:
Set up appointments
Get billing answers
Update plan information
Salesforce's Best Practices for Requirements Gathering:
Salesforce Health Cloud documentation emphasizes collaborating with end users and technical stakeholders to uncover pain points and define requirements.
Extract from Health Cloud Admin Guide:
"Successful Health Cloud projects start with workshops that bring together key personas, such as contact center agents and care coordinators, with technical stakeholders including Salesforce admins and integration architects. These sessions surface pain points, business needs, and integration requirements."
- Reference: Administer Health Cloud - Implementation Best Practices
Who Should Be Involved?
Contact Center agent (Persona):
Directly understands patient needs and pain points during calls and chats.
Can highlight workflow, usability, and feature needs.
Salesforce administrator (Stakeholder):

Understands platform capabilities, permissions, and how features will be implemented or configured.
Integration architect (Stakeholder):
Critical for connecting Health Cloud to other systems (e.g., EHR, billing, insurance).
Ensures technical feasibility for integrations (e.g., real-time eligibility checks, appointment scheduling with external systems).
Why Other Answers Are Not Correct:
B: General physician and Marketing Cloud admin are not core to Contact Center workflows or technical design for scheduling/billing.
C: Sales administrator and Tableau developer focus on sales or analytics, not operational or integration workflows for Contact Centers.
D: Tableau developer and MuleSoft developer are more technical roles but not typically involved in initial workflow and requirements gathering at the Contact Center user level.
Official Document Extract:
From Salesforce Implementation Guides:
"It is essential to involve actual end users (such as agents) and platform administrators in requirements workshops, and to include an integration architect for designing connected experiences."
- Reference: Administer Health Cloud - Implementation Best Practices
Reference:
Administer Health Cloud - Implementation Best Practices

NEW QUESTION # 19

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

Answer: B,C

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 # 20

A payer needs to triage provider and care team inquiries around member plan benefits and member care. The agents also need to be informed about changes in records that require attention.
Which three permission set licenses should a consultant assign to the security model for these users?

- A. Contact Center for Health Cloud permission set license
- B. Health Cloud Platform permission set license
- C. CRM Content User permission set license
- D. OmniStudio User permission set license
- E. Service Cloud User permission set license

Answer: A,B,D

NEW QUESTION # 21

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