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## Salesforce Health Cloud Accredited Professional Sample Questions (Q103-Q108):

### NEW QUESTION # 103

A customer wants to move its existing Patient-Reported Outcome Measures (PROMs) surveys to Health Cloud. It requires a solution that allows for question banks and version control for this standardized survey.

Which solution should a consultant recommend?

- A. Health Cloud Forms
- B. Salesforce Feedback Management
- C. Discovery Framework
- D. Salesforce Surveys

**Answer: C**

Explanation:

Step-by-Step Explanation:

Discovery Framework for PROMs Surveys:

The Discovery Framework in Health Cloud supports question banks, standardized survey templates, and version control.

Exact Extract:

"Use the Discovery Framework to create assessments with question banks, reusable questions, and versioning to manage standardized surveys such as PROMs." Reference:

Why Not Other Options?

Salesforce Surveys/Salesforce Feedback Management: Support surveys, but do not natively support question banks or version control for standardized, healthcare-specific forms.

Health Cloud Forms: Used for simple data capture, not for full-featured assessments with question banks and versioning.

Conclusion:

The Discovery Framework is the recommended solution for managing PROMs with question banks and version control.

### NEW QUESTION # 104

Which two data exchange standards support clinical data in Health Cloud?

Choose 2 answers

- A. SDTM v3.2
- B. HL7 v2
- C. FHIR R4
- D. DICOM 3.0

**Answer: B,C**

Explanation:

Step-by-Step Explanation:

Supported Data Exchange Standards:

Health Cloud natively supports modern clinical data standards such as FHIR R4 and traditional messaging formats like HL7 v2 for interoperability and data exchange.

Exact Extract:

"Health Cloud supports industry standards for data exchange, including FHIR R4 and HL7 v2, to enable clinical interoperability with EHR systems and other healthcare platforms." Reference:

Why Not Other Options?

DICOM 3.0: Used for imaging, not clinical data exchange in Health Cloud.

SDTM v3.2: Used for clinical trials data, not general patient/clinical data exchange in Health Cloud.

Conclusion:

FHIR R4 and HL7 v2 are the two standards officially supported for clinical data in Health Cloud.

### NEW QUESTION # 105

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

**Answer: B,C,D**

Explanation:

The Advanced Patient Card in Health Cloud is a FlexCard-based UI component that can be extended to show more patient context, such as Clinical Alerts. To display additional fields (Category, SubjectID, Date for active alerts), the developer should:

A . Clone the parent card

Best practice is to clone the delivered parent Patient Card rather than edit it directly, so you preserve the Salesforce-provided baseline functionality.

B . Create and activate a new child card

Child cards display specific contextual data (such as Clinical Alerts).

To customize which fields show, you create a new child card and activate it.

C . Create a DataRaptor to extract necessary data

Clinical Alert data must be pulled from Health Cloud objects.

A DataRaptor Extract retrieves the required fields (Category, SubjectID, Date) for use in the FlexCard child component.

Why not the others?

D . Define session variables to control visibility of clinical data - Session variables can control context in OmniStudio, but they aren't required just to display fields on the Patient Card.

E . Change the child card state to show active - Card states are used for conditional rendering (loading, error, empty states).

Showing active alerts requires data filtering in the DataRaptor, not card state changes.

Salesforce Health Cloud Reference:

Salesforce Health Cloud - Advanced Patient Card

"Clone the Advanced Patient Card to customize it while preserving the delivered version."

"Use child cards to display detailed data such as conditions, medications, or clinical alerts."

"Retrieve data for FlexCards with DataRaptor Extracts."

### NEW QUESTION # 106

Bloomington Caregivers is implementing Virtual Care in Health Cloud.

Which three steps are required as part of the setup?

Choose 3 answers

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

**Answer: B,C,E**

### NEW QUESTION # 107

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) General physician  
(Stakeholder) Salesforce administrator  
(Stakeholder) Marketing Cloud administrator
- B. (Persona) Contact Center agent  
(Stakeholder) Tableau developer  
(Stakeholder) MuleSoft developer

- C. (Persona) Care coordinator  
(Stakeholder) Sales administrator  
(Stakeholder) Tableau developer
- D. (Persona) Contact Center agent  
(Stakeholder) Salesforce administrator  
(Stakeholder) Integration architect

**Answer: D**

Explanation:

Step-by-Step Explanation:

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 # 108

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