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Salesforce Health Cloud platform is a cloud-based solution designed to help healthcare providers manage patient data and provide better care. The platform provides a comprehensive view of patients' health data, including medical history, medications, and treatment plans. The Salesforce Health Cloud Accredited Professional certification exam enables professionals to demonstrate their expertise in using the platform to improve patient care, streamline operations, and drive business value.

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

NEW QUESTION # 16

Which Salesforce object is used to model a Care Plan?

- A. Task
- **B. Case**
- C. Opportunity
- D. Lead
- E. Account

Answer: B

Explanation:

According to the Health Cloud Data Model Developer Guide, Case is the Salesforce object that is used to model a Care Plan. Case is a standard object that represents an issue or request that requires resolution or action. Cases can be used to model care plans by adding custom fields and related objects such as problems, goals, tasks, and timeline events. Account, Lead, Opportunity, and Task are not objects that are used to model a Care Plan.

NEW QUESTION # 17

Bloomington Caregivers is implementing Health Cloud to reduce manual processes for its Contact Center agents. To help streamline caller authentication, the company plans to leverage out-of-the-box Health Cloud features.

Which Health Cloud feature should a consultant recommend the company use in this scenario?

- **A. Customer Identity OmniScript Templates**
- B. Reusable Verification FlexCards
- C. Verify Customer Identity Process Flow
- D. Identity Verification Flow Templates

Answer: A

Explanation:

To help streamline caller authentication for Contact Center agents, a consultant should recommend Bloomington Caregivers use the Identity Verification Flow Templates feature in Health Cloud. This feature allows agents to launch a flow from the utility bar or a record page to verify a caller's identity before processing their requests involving sensitive information. The flow prompts the agent to search for the caller in Health Cloud, select a reason for the call, ask verification questions based on predefined rules, and capture engagement details. Customer Identity OmniScript Templates, Reusable Verification FlexCards, or Verify Customer Identity Process Flow are not features that exist in Health Cloud.

NEW QUESTION # 18

How can Code Sets be managed in Health Cloud?

- A. Health Cloud does not provide a Code Sets data model
- B. Health Cloud provides a Code Sets data model that is pre-populated with industry standard procedures and diagnostic code sets.
- **C. Health Cloud provides a Code Sets data model that must be populated from an external source.**
- D. Health Cloud provides a Code Sets data model that is pre-integrated to authoritative sources to ensure the latest code sets are always available.

Answer: C

Explanation:

Reference and details below.

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NEW QUESTION # 19

Bloomington Caregivers has been using the legacy Health Cloud electronic health record (EHR) data model and wants to move to the FHIR R4 clinical data model.

Which two steps should a consultant take to complete this?

- **A. Map objects and fields to the target objects.**
- B. Use Data Loader to load the respective data.
- C. Leverage the Health Cloud FHIR API.
- **D. Use the Health Cloud Clinical Transition tool.**

Answer: A,D

NEW QUESTION # 20

A Health Cloud administrator would like to setup a new default sub-tab when opening record, where in the setup menu would the administrator go to accomplish this?

- A. Custom Object
- B. Custom Labels
- **C. Custom Settings**
- D. Custom Permissions
- E. Custom Metadata Types

Answer: C

Explanation:

According to the Health Cloud Implementation Guide, a Health Cloud administrator can change the default sub-tab when opening a record by going to setup, navigating to Custom Settings, and editing the Default Subtab setting. This setting allows you to specify which sub-tab should be displayed by default when opening a record in Health Cloud - Console. The other options are not relevant for changing the default sub-tab.

NEW QUESTION # 21

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