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Salesforce Health Cloud Accredited Professional exam is an industry-recognized certification that validates the skills and knowledge of professionals working with the Salesforce Health Cloud platform. Health-Cloud-Accredited-Professional exam is designed for individuals who have experience working in healthcare and are proficient in Salesforce Health Cloud. Salesforce Health Cloud Accredited Professional certification validates their expertise in delivering healthcare solutions using Salesforce Health Cloud effectively.

Salesforce Health-Cloud-Accredited-Professional (Health Cloud) exam is an essential certification program for healthcare professionals and IT experts who want to demonstrate their expertise in managing healthcare data and patient information using the Salesforce Health Cloud platform. Salesforce Health Cloud Accredited Professional certification helps individuals improve their job prospects and earning potential in the healthcare industry while also allowing them to contribute to improving patient outcomes and streamlining healthcare operations.

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Salesforce Health Cloud Accredited Professional Sample Questions (Q21-Q26):

NEW QUESTION # 21

Makana Pharmaceutical is planning to run a Patient support program on Health Cloud. A System Administrator has been tasked to ensure the platform encryption has been configured. The patient's name is stored on firstname and lastname fields on the person account record. Firstname and Lastname field have been identified as holding PHI(Personal Health Information) dat a. They are also important search criteria commonly used by Users to find a patient record. The Compliance team has indicated that all PHI Data must be encrypted at rest. What is the best practice for platform encryption configuration for this solution?

- A. Use a Deterministic Encryption Policy on Account FirstName & LastName fields.
- B. Encrypt all PHI/PII data
- C. Use Class Encryption to encrypt field identified as PHI
- D. Use a Probabilistic Encryption Policy on Account FirstName & LastName fields.
- E. Encrypt all data

Answer: A

Explanation:
Deterministic encryption is a type of encryption policy that allows you to encrypt fields that are used as search criteria, such as FirstName and LastName fields on the Account object. Deterministic encryption ensures that identical plaintext values always result in identical ciphertext values, which enables searching and filtering on encrypted fields. This is suitable for PHI data that needs to be encrypted at rest but also searchable by users.

NEW QUESTION # 22
Which two fields are required when creating a new care plan task?

- A. owner
- B. Due Date
- C. problem
- D. Status
- E. Goal

Answer: C,E

NEW QUESTION # 23
A pharma company is implementing Health Cloud and trying to track insurance details related to its patients.
The company wants to track:
* A list of all payer organizations
* The plans offered by a given payer
* The standard benefits available under a plan
* Which plan a given patient is enrolled in and their specific insurance details Which set of objects should a consultant implement to meet these requirements?

- A. Payer, Plan Offering, Coverage Benefit, Member Plan
- B. Purchaser, Insurance Plan, Insurance Benefit, Plan Detail
- C. Account, Purchaser Plan, Plan Benefit, Member Plan
- D. Account, Purchaser Plan, Member Benefit, Insurance Plan

Answer: A

Explanation:
Salesforce Health Cloud provides a robust data model for tracking insurance details and plans, aligning with healthcare industry standards. The specified objects-Payer, Plan Offering, Coverage Benefit, and Member Plan-allow the company to model insurance-related data effectively.
Key Objects:
* Payer: Represents the payer organizations (insurance providers) offering health plans.
* Plan Offering: Defines the various insurance plans offered by a payer organization.
* Coverage Benefit: Details the benefits available under a specific plan, such as covered services and limitations.
* Member Plan: Tracks individual patient enrollment details in a specific insurance plan, including policy numbers, start/end dates, and other specific data.
This combination of objects ensures all requirements are met:
* Tracking payer organizations via the Payer object.

* Managing plans offered by each payer through Plan Offering.
* Defining standard benefits under a plan via Coverage Benefit.
* Linking a patient to their specific plan and details through Member Plan.
Why Other Options Are Incorrect:
* Option A, B, D: These combinations include objects like Purchaser or Plan Benefit, which are not standard objects for insurance tracking in Health Cloud. The provided data model specifically supports the objects in Option C.
References:
Health Cloud Insurance Data Model
Health Cloud Documentation

NEW QUESTION # 24

A call center agent at Bloomington Caregivers wants the ability to look up providers by location and specialty, to schedule an appointment on behalf of their patients.
Which two capabilities should a consultant recommend to enable this requirement?
Choose 2 answers

- A. provider Search
- B. Integrated Care Management
- C. Intelligent Appointment Management
- D. Experience Cloud for Health Cloud

Answer: A,C

Explanation:
Call center agents at Bloomington Caregivers require tools to streamline provider lookup and appointment scheduling for patients. Salesforce Health Cloud offers specific capabilities tailored to address these needs.
1. Provider Search (Answer A):
Purpose:
Provider Search enables users to locate healthcare providers based on specific criteria such as location, specialty, and availability.
This functionality is essential for call center agents who need to identify and select suitable providers for patients.
Features:
Search by provider name, specialty, location, or other attributes.
Filter and sort results to narrow down the provider list.
Integration with the Salesforce Health Cloud data model to access real-time provider information.
Implementation Steps:
Configure Provider Records: Ensure all providers are set up correctly within Salesforce, including their specialties, locations, and other attributes.
Enable Provider Search: Add the Provider Search component to the appropriate Lightning pages or record layouts.
Reference:
Provider Management Overview
Configuring Provider Search
2. Intelligent Appointment Management (Answer B):
Purpose:
Intelligent Appointment Management streamlines the scheduling process by integrating provider availability, patient preferences, and other factors. It helps agents book appointments efficiently while minimizing scheduling conflicts.
Features:
Allows booking appointments based on provider availability.
Enables real-time synchronization with provider schedules.
Offers advanced scheduling logic to ensure compatibility with patient needs.
Implementation Steps:
Enable Salesforce Scheduler: Set up Salesforce Scheduler to integrate appointment booking with Health Cloud.
Configure Appointment Rules: Define scheduling policies, including time slots, duration, and patient-provider matching criteria.
Salesforce Scheduler for Health Cloud
Why Other Options Are Less Relevant:
C . Integrated Care Management:
Integrated Care Management focuses on managing care plans, assessments, and interventions. It is not designed for provider lookup or appointment scheduling.
D . Experience Cloud for Health Cloud:
Experience Cloud is used to create external portals for patient and provider access. While it can complement scheduling systems, it is not directly related to call center agent workflows.

Conclusion:

By implementing Provider Search and Intelligent Appointment Management, Bloomington Caregivers can empower their call center agents to efficiently locate providers and schedule appointments, improving patient satisfaction and operational efficiency.

Reference for Further Reading:

Salesforce Health Cloud Provider Management

Salesforce Scheduler Setup

NEW QUESTION # 25

The Salesforce Admin for Lake Tahoe Hospital wants to implement Utilization Management. Which two of the listed steps need to be taken during the set-up process? (Choose 2)

- A. Assign the Health Cloud Permission Set License and Health Cloud Platform Permission Set License to Salesforce Classic users.
- B. Install the Utilization Management Extensions.
- C. Install the Health Cloud Care Request Extensions unmanaged packagE.
- D. Assign the Health Cloud Permission Set License and the Health Cloud Platform Permission Set License to Salesforce Lightning users.

Answer: C,D

NEW QUESTION # 26

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