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します。

Salesforce Health Cloud Accredited Professional 認定 Health-Cloud-Accredited-Professional 試験問題 (Q17-Q22):

質問 #17

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

正解: B、D

解説:

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

質問 # 18

When implementing Provider Search functionality, which two changes allow an external user to access search results?

Choose 2 answers

- A. Give the site user profile Read access to the Data Pipeline object.
- B. Give the site user profile Read access to the Care Provider Searchable Field object.
- C. Create a sharing rule on the Care Provider Searchable Field object to share with external users.
- D. Use Experience Builder to add the Provider Search component to a page on the site.

正解: B、D

解説:

To enable external users to access Provider Search functionality, you need to make necessary changes to the Experience Cloud site and permissions:

* Add the Provider Search Component to the Site (Option A):

* Use Experience Builder to include the Provider Search Lightning Web Component on a public-facing page of the Experience Cloud site.

* Steps:

* Navigate to Experience Builder.

* Drag and drop the Provider Search component onto a designated page.

* Publish the site to make the component available to external users.

* Grant Read Access to the Care Provider Searchable Field Object (Option C):

* External users must have appropriate permissions to view the provider search results.

* Steps:

* Go to Setup > Profiles.

* Edit the site user profile associated with the Experience Cloud site.

* Grant Read access to the Care Provider Searchable Field object.

* Save and assign the profile to the relevant users.

* Sharing Rules (Not Necessary): Sharing rules are not required if the external user profile already has sufficient object-level access.

* Data Pipeline Object (Not Relevant): The Data Pipeline object is not directly involved in enabling Provider Search functionality for external users.

References:

Enable Provider Search in Health Cloud

Experience Cloud for Health Cloud

質問 # 19

Users need to analyze their patient or member referrals through a prebuilt dashboard that includes reports on important aspects of their referral management.

What should a consultant do in this case?

- A. Upload a Provider Referral Dashboard Template and enable the action bar so that users can generate a Patient Referral Management report.
- B. Install the unmanaged extension package that delivers Health Cloud Reports for Patient Referral Management.
- C. Install the add-on package that delivers Health Cloud Reports for Utilization Management and Health Cloud (or Patient Referral Management).
- D. Add extra picklist values to Account record type and add fields on the page layout for patient referral data for CRM Analytics to generate a Patient Referral Management report.

正解: B

解説:

According to the Salesforce documentation¹, the Health Cloud Reports for Patient Referral Management is an unmanaged extension package that provides a prebuilt dashboard with reports on important aspects of referral management, such as referral status, referral source, referral age, and referral efficiency. The package also includes custom fields, custom objects, and custom report types to support the dashboard. To use this package, a consultant should install it in their org and assign the appropriate permissions to the users who need to access the dashboard. The package is compatible with Health Cloud and CRM Analytics.

Reference:

1: Provide Referral Management Reports | Health Cloud Administration | Salesforce Developers

質問 #20

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. Leverage the Health Cloud FHIR API.
- C. Use Data Loader to load the respective data.
- D. Use the Health Cloud Clinical Transition tool.

正解: A、B

解説:

To migrate from the legacy Health Cloud EHR data model to the FHIR R4 clinical data model, a consultant needs to leverage the Health Cloud FHIR API and map objects and fields to the target objects. The Health Cloud FHIR API enables interoperability between Health Cloud and external systems that use FHIR standards. The mapping process ensures that the data is transformed and loaded into the correct objects and fields in Health Cloud. Using the Health Cloud Clinical Transition tool, using Data Loader to load the respective data, or creating an Apex class and leveraging Intelligent Appointment Management are not recommended steps for this migration2.

質問 #21

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?

Choose 2 answers

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

正解: A、C

解説:

Bloomington Caregivers is transitioning from the legacy Health Cloud Electronic Health Record (EHR) data model to the FHIR R4-aligned Clinical Data Model. This migration enhances interoperability and aligns with current healthcare data standards. The following steps are essential for a successful transition:

Utilize the Health Cloud Clinical Transition Tool (Answer A):

Purpose: Salesforce provides the Health Cloud Clinical Transition tool to facilitate the migration from the legacy EHR data model to the FHIR R4-aligned Clinical Data Model.

Functionality: This tool automates the migration process by mapping legacy EHR objects to their corresponding FHIR R4-aligned Clinical Data Model objects, ensuring data integrity and consistency.

Implementation Steps:

Preparation: Review existing data to identify the scope of migration and ensure data quality.

Execution: Run the Clinical Transition tool to perform the automated mapping and data migration.

Validation: Verify the migrated data to ensure accuracy and completeness.

Reference:

Map Objects and Fields to the Target Objects (Answer C):

Purpose: Accurate mapping of legacy EHR objects and fields to the new Clinical Data Model is crucial for maintaining data integrity and ensuring seamless integration with other healthcare systems.

Implementation Steps:

Analysis: Identify all legacy EHR objects and fields that require migration.

Mapping: Determine the corresponding objects and fields in the FHIR R4-aligned Clinical Data Model.

Configuration: Set up the mappings within Salesforce, ensuring that data flows correctly into the new model.

Additional Considerations:

Data Loader Usage (Answer B):

While Data Loader is a powerful tool for bulk data operations, it is not specifically designed for complex data model transitions like this. Using the Clinical Transition tool is recommended for its specialized capabilities in handling such migrations.

Leveraging the Health Cloud FHIR API (Answer D):

The Health Cloud FHIR API is intended for integrating external systems with Salesforce using FHIR standards. It is not designed for internal data model migrations. Therefore, it is not applicable in this context.

Conclusion:

By utilizing the Health Cloud Clinical Transition tool and meticulously mapping objects and fields to the target FHIR R4-aligned Clinical Data Model, Bloomington Caregivers can achieve a seamless and efficient migration, enhancing data interoperability and aligning with modern healthcare standards.

質問 # 22

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