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## Salesforce AP-211 Exam Syllabus Topics:

| Topic | Details |
|-------|---------|
| Topic 1 | • Discovery: This domain covers identifying customer personas and stakeholders, defining required capabilities from use cases, and gathering functional and technical requirements to achieve desired business outcomes. |
| Topic 2 | • Deploy: This domain addresses pre-deployment and post-deployment steps for specific use cases and Health Cloud capabilities, along with managing technical aspects through Mobile app capabilities. |
| Topic 3 | • Implement: This domain focuses on installing Health Cloud, configuring applications and OmniStudio components, customizing features, implementing integrations and APIs, configuring security rules, and establishing reporting. |
| Topic 4 | • Design: This domain encompasses creating Health Cloud solution designs using best practices, modeling healthcare entities with appropriate objects, determining specific capabilities to use, defining success metrics and reporting, implementing security and compliance, developing integration strategies, and creating data migration plans. |

# Salesforce Health Cloud Accredited Professional Sample Questions (Q23-Q28):

**NEW QUESTION # 23**
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. Enhanced Timeline
- B. Patient Path
- C. Advanced Patient Card
- D. Enhanced Highlights Panel

**Answer: C**

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 # 24**
A MedTech company is implementing Health Cloud to better plan and track surgical case visits, manage device inventory, and run cycle counts.
Which data model should a consultant recommend the company use?

- A. Intelligent Sales
- B. Provider Engagement
- C. Life Sciences

- D. Inventory Management

**Answer: D**

Explanation:
The use case mentions:
Plan and track surgical case visits
Manage device inventory
Run cycle counts
These requirements directly align with the Health Cloud Inventory Management data model.
Inventory Management in Health Cloud is designed for MedTech and Life Sciences companies to track:
Surgical case planning and scheduling
Medical device and implant inventory management
Cycle counts and stock levels across facilities
It supports end-to-end surgical case tracking, ensuring the right devices are available at the right place and time.
Why not the others?
A . Life Sciences - Broader model used for clinical trials, patient programs, and pharma engagement, but not focused on surgical case + device inventory.
B . Provider Engagement - Used for managing provider relationship data (e.g., physician affiliations, facilities), not inventory or surgical planning.
C . Intelligent Sales - Focused on sales optimization and customer engagement, not surgical case or inventory management.
Salesforce Health Cloud Reference:
Salesforce Health Cloud - Inventory Management Guide:
"Use the Inventory Management data model to manage device inventory, surgical case planning, cycle counts, and medical device tracking across healthcare facilities."

**NEW QUESTION # 25**
Bloomington Caregivers uses Health Cloud and has an integration setup with an external payer system.
Which three business level APIs should a consultant recommend to help the payer organization electronically receive requests for care services?
Choose 3 answers

- A. Prior Authorization
- B. Care Services
- C. Referral Request
- D. Benefit Verification
- E. Admission, Discharge, and Transfer (ADT)

**Answer: A,C,D**

**NEW QUESTION # 26**
Bloomington Caregivers wants to ensure it maintains the privacy of its users' data by enabling data protection details for leads, contacts, and person accounts during the initial Health Cloud install and configuration.
Which entity should the administrator enable within Data Protection and Privacy for Health Cloud to work in this scenario?

- A. Objects
- B. Tasks
- C. Records
- D. Fields

**Answer: C**

**NEW QUESTION # 27**
Bloomington Caregivers is looking to view potential drug-to-drug interactions for its patients' medications and make recommendations based on that data within Health Cloud.
Which Health Cloud add-on should a consultant recommend to fulfill this requirement?

- A. Medication Interactions
- B. RxNorm DDI Connectivity
- C. Allergy Intolerance
- D. Medication Management

**Answer: D**

Explanation:
Step 1: Requirement Analysis
Bloomington Caregivers wants to view potential drug-to-drug interactions for patients' medications and make recommendations based on that data within Health Cloud.
Step 2: Health Cloud Add-On for Drug Interaction
The Medication Management add-on in Salesforce Health Cloud is specifically designed to handle comprehensive medication tracking, including the ability to surface potential drug-to-drug interactions and provide recommendations for care teams.
Extract:
"With Health Cloud Medication Management, you can track all of a patient's prescribed and OTC medications, receive potential drug-drug interaction alerts, and use this data to provide recommendations and clinical guidance." Administer Health Cloud - Medication Management Medication Interactions and RxNorm DDI Connectivity are not standalone Salesforce Health Cloud add-ons; the capability is delivered as part of the broader Medication Management feature set.
Allergy Intolerance is used to track allergy data, not drug interactions.

**NEW QUESTION # 28**
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