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Salesforce Health Cloud Accredited Professional Sample Questions (Q42-Q47):

NEW QUESTION # 42

While running user acceptance testing (UAT) for a customer, an end user is unable to view certain data on the Enhanced Timeline for Contact Center.

What should be the first step in troubleshooting this issue?

- A. Check the Health Cloud Data permission set assignment.
- B. Ensure the user has the right object permissions.
- C. Check the Enhanced Patient permission set assignment.

- D. Ensure the component has been activated.

Answer: B

NEW QUESTION # 43

Bloomington Caregivers needs to monitor care plan adherence for the patients at various facilities within its network. What is available to extend the reporting capability of Health Cloud?

- A. Reporting unmanaged package
- B. Insights for Health Cloud
- C. Care Management Extension
- D. CRM Analytics for Health Cloud

Answer: D

Explanation:

Step-by-Step Explanation:

CRM Analytics for Health Cloud:

Exact Extract:

"CRM Analytics for Health Cloud delivers prebuilt dashboards and extended analytics for monitoring care plans, outcomes, and adherence across networks and facilities." Reference:

Why Not Other Options?

Insights for Health Cloud: Not a standard reporting/analytics product for care plan adherence.

Reporting unmanaged package: Not mentioned in the latest Health Cloud documentation.

Care Management Extension: Refers to process automation, not analytics.

NEW QUESTION # 44

A pharma company runs personalized medicine programs and needs the ability to coordinate various steps involved in the process, like apheresis and infusion.

Which Health Cloud capability should help the company with this program?

- A. Integrated Care Management
- B. Intelligent Sales
- C. Intelligent Document Automation
- D. Advanced Therapy Management

Answer: D

Explanation:

Step-by-Step Explanation:

Advanced Therapy Management (ATM):

For personalized medicine programs, such as those involving apheresis and infusion, Salesforce Health Cloud offers Advanced Therapy Management (ATM), specifically designed for complex therapy coordination.

Exact Extract:

"Advanced Therapy Management supports cell and gene therapy processes by coordinating multiple steps such as collection, manufacturing, apheresis, and infusion." Reference:

Why Not Other Options?

Integrated Care Management: Focuses on traditional care plans and care team coordination, not advanced therapies.

Intelligent Document Automation/Intelligent Sales: Not related to therapy process coordination.

Conclusion:

Advanced Therapy Management is the correct Health Cloud capability for coordinating personalized medicine program steps.

NEW QUESTION # 45

Bloomington Caregivers is launching a patient portal with contact tracing functionality as part of its Health Cloud implementation. Users require the ability to leverage advanced sharing and customizable dashboards.

Which license should a consultant recommend for the external patient users?

- A. Customer Community Plus for Health Cloud

- B. Experience Cloud for Health Cloud
- C. Customer Community for Health Cloud
- D. External Apps for Health Cloud

Answer: B

NEW QUESTION # 46

A provider would like to create Salesforce reports to analyze patient outcomes and patient referrals. Which three steps should a consultant recommend as part of the reporting setup to ensure the provider can view this report appropriately?

Choose 3 answers

- A. Enable the enhanced Analytics for Healthcare setting in Setup.
- B. Leverage the Patient Referral Management unmanaged package.
- C. Assign appropriate permissions to internal users.
- D. Adjust template care management reports and dashboards.
- E. Create custom report types for clinical objects.

Answer: A,C,E

Explanation:

To ensure a provider can create and view Salesforce reports analyzing patient outcomes and referrals, the following steps are required:

A . Create custom report types for clinical objects.

Health Cloud clinical data (e.g., patient outcomes, referrals, care plans) resides in custom objects.

To report on them, you must create custom report types.

D . Enable the enhanced Analytics for Healthcare setting in Setup.

This setting provides preconfigured reports and dashboards tailored for healthcare, such as referrals, utilization, and outcomes reporting.

E . Assign appropriate permissions to internal users.

Providers need the correct Health Cloud and reporting permissions to access and run these reports.

Without appropriate object-level and FLS permissions, reports won't display the necessary data.

Why not the others?

B . Leverage the Patient Referral Management unmanaged package - Referral management is now native in Health Cloud. The unmanaged package was used in early versions but is deprecated and not recommended.

C . Adjust template care management reports and dashboards - These are useful but do not provide referral and outcome reporting by themselves. Customization and proper report type setup are still required.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Implementation Guide - Reports and Dashboards:

"Enable Enhanced Analytics for Healthcare to access out-of-the-box reports and dashboards for referrals, utilization management, and patient outcomes."

"Create custom report types for Health Cloud clinical objects to extend reporting capabilities."

"Ensure users have the appropriate object and field permissions to run reports."

NEW QUESTION # 47

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