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## Salesforce AP-211 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• 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.</li></ul>

>> AP-211 Valuable Feedback <<

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## Salesforce Health Cloud Accredited Professional Sample Questions (Q92-Q97):

### NEW QUESTION # 92

Bloomington Caregivers has created and tested its first care plan template in sandbox, which includes problems, goals, and tasks. The company has deployed this template to its final environment using Data Loader.

Which two steps should a consultant recommend, following this deployment, to enable users to successfully leverage this new template?

Choose 2 answers

- A. Activate the problems, goals, and tasks associated with the template.
- **B. Activate the new care plan template.**
- **C. Confirm User access to Care Plan objects.**
- D. Conduct end-user training on the use of the care plan template.

**Answer: B,C**

Explanation:

Step 1: Requirement Analysis

After deploying a care plan template (including problems, goals, and tasks) via Data Loader to the final environment, users must be able to use the new template for creating care plans in production.

Step 2: Salesforce Health Cloud Documentation Guidance

According to the official Health Cloud administration guide, two key post-deployment steps are required:

1. Confirm User Access to Care Plan Objects

Users must have the correct permissions to view, create, and use care plan templates and related records. This involves assigning the appropriate permission sets or profiles to allow access to the Care Plan, Care Plan Template, and related objects.

Extract:

"Ensure users have the necessary permissions to access care plan templates and related objects so they can view and apply templates to patients' care plans." Administer Health Cloud - Care Plans and Permissions

2. Activate the New Care Plan Template

Templates (and their related records) must be activated after being deployed to make them available for use by end users. Care plan templates in Salesforce Health Cloud have an "Active" status that must be set to "True" or "Activated" before users can select them when creating new care plans.

Extract:

"After importing care plan templates and related data, administrators must activate the template to make it available to care coordinators and clinicians." Administer Health Cloud - Deploying and Activating Care Plan Templates Other Options:

B . Activate the problems, goals, and tasks associated with the template:

Not required as a separate step. When you activate the care plan template, its associated problems, goals, and tasks become available.

D . Conduct end-user training:

While important, it is not a required technical step for enabling the template after deployment.

Verified Answers:

A . Confirm User access to Care Plan objects.

C . Activate the new care plan template.

Reference:

Administer Health Cloud - Care Plan Templates

Administer Health Cloud - User Setup

### NEW QUESTION # 93

Bloomington Caregivers is implementing Health Cloud to streamline the process to register patients to care programs while capturing their consent. 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. Enrollment Consent OmniScript
- B. Care Plan Enrollment Flow
- **C. Program Enrollment Flow**
- D. Program Eligibility Omniscript

**Answer: C**

#### NEW QUESTION # 94

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

**Answer: C**

Explanation:

Out-of-the-box caller authentication in Health Cloud is primarily supported through Identity Verification Flow Templates. These flow templates are designed to help organizations comply with HIPAA and other regulatory requirements by standardizing the caller verification process for contact center agents.

Step-by-Step Reference:

Health Cloud provides Identity Verification Flow Templates that streamline the authentication of callers, reducing manual processes and ensuring regulatory compliance.

Extract:

"Use the Health Cloud Identity Verification Flow Templates to verify a caller's identity based on information you select, such as date of birth, phone number, or other criteria." (Source: Administer Health Cloud) These templates can be deployed as standard flows and easily customized for the organization's authentication requirements.

Extract:

"Leverage out-of-the-box Identity Verification Flow Templates to quickly set up and deploy identity verification processes in your contact center." (Source: Administer Health Cloud - Identity Verification) This approach is preferred over FlexCards, OmniScripts, or ad-hoc processes, as it provides a compliant and guided experience.

#### NEW QUESTION # 95

A new user story requires an OmniScript to update an existing field on a custom SObject.

Which two components should a consultant use to satisfy the requirement?

Choose 2 answers

- A. API Actions
- B. Integration Procedures
- C. DataRaptors
- D. SOQL Query

**Answer: B,C**

#### NEW QUESTION # 96

A company based in the United States requires a way to track medications that patients take in a standardized format and detect potential drug-to-drug interactions.

Which two Health Cloud solutions should a consultant recommend?

Choose 2 answers

- A. Medication Audit
- B. Medication Reconciliation
- C. Medication Administration
- D. Medication Review

**Answer: B,C**

#### NEW QUESTION # 97

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