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Salesforce Health-Cloud-Accredited-Professional

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2

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### NEW QUESTION 27

Which Data Model Leverages external objects to support the use Case?

- A. Clinical Service Requests
- B. Member Plan
- C. Care Observations
- D. Claims

**Answer: D**

### NEW QUESTION 28

An insurance organization wants to be able to track specialties and sub-specialties related to practitioner to use in provider search. Which would they store these relationships? (Choose three)

- A. Care Taxonomy
- B. Care specialty
- C. Healthcare provider specialty

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Achieving the Salesforce Health Cloud Accredited Professional certification can open up many career opportunities in the healthcare industry. It demonstrates to employers that a candidate has the skills and knowledge needed to manage patient data effectively and improve healthcare outcomes using Salesforce Health Cloud. Salesforce Health Cloud Accredited Professional certification is also a valuable asset for consultants and contractors who work with healthcare organizations, as it provides proof of their expertise and can help them win new clients.

Salesforce Health Cloud Accredited Professional Certification Exam is designed for professionals who are interested in using the Salesforce Health Cloud platform to streamline healthcare delivery processes. Health-Cloud-Accredited-Professional Exam is aimed at individuals who want to demonstrate their expertise in using the platform to help healthcare providers improve patient care coordination and outcomes.

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### Salesforce Health Cloud Accredited Professional Sample Questions (Q76-Q81):

#### NEW QUESTION # 76

Which Salesforce Product allows encryption of Protected Health Information (PHI) data at rest to enhance Health Cloud?

- A. Service Cloud
- B. **Shield**
- C. Health Cloud
- D. Tableau CRM

**Answer: B**

#### NEW QUESTION # 77

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

**Answer: A**

Explanation:

CRM Analytics for Health Cloud (formerly Tableau CRM) is a powerful analytics platform integrated into Salesforce that extends the reporting capabilities of Health Cloud. It allows organizations to gain actionable insights into care plan adherence across facilities and provides advanced visualization and tracking features.

Key Features of CRM Analytics for Health Cloud:

Prebuilt Dashboards: Includes dashboards tailored for healthcare scenarios, such as care program adherence and patient outcomes.

Customizable Analytics: Enables creating custom reports to monitor adherence trends across multiple facilities.

AI-Powered Insights: Provides predictive insights to improve care plan management.

Why Other Options Are Incorrect:

A . Care Management Extension: Does not focus on reporting; it provides additional care coordination functionalities.

C . Insights for Health Cloud: This option is not a Salesforce feature for reporting or analytics.

D . Reporting Unmanaged Package: While it provides prebuilt reports, it lacks the advanced analytics and visualization of CRM Analytics.

Reference:

CRM Analytics for Health Cloud

Health Cloud Analytics

#### NEW QUESTION # 78

While not every component or attribute within Health Cloud is customizable, which three of the following components are customizable within Health Cloud? (Choose three.)

- A. Custom label
- B. Patient Card
- C. Timeline
- D. HER data
- E. Life Events

**Answer: A,B,C**

#### **NEW QUESTION # 79**

Care Requests seek authorization from a health plan for drugs, services, and admissions. They can also contain request for review, appeals, complaints and grievances. Which Care Request review ensure that a member is getting the right care in timely and cost-effective way?

- A. Disposition Review
- B. Care Review
- C. Concurrent Review
- D. Preauthorization Review
- E. Retrospective Review

**Answer: C**

#### **NEW QUESTION # 80**

While a consultant is implementing Integrated Care Management for a customer, the customer requests that a change is made to the Care Plan creation wizard.

Which underlying component should the consultant customize to achieve this?

- A. FlexCard
- B. OmniScript
- C. Flow
- D. Field Sets

**Answer: B**

Explanation:

In Salesforce Health Cloud's Integrated Care Management, the Care Plan creation wizard is built using OmniScript. To customize this wizard, consultants should modify the underlying OmniScript components.

Understanding OmniScript:

Purpose: OmniScript is a declarative tool within Salesforce OmniStudio that enables the creation of guided, interactive workflows, commonly referred to as wizards. These scripts guide users through complex processes, ensuring data consistency and enhancing user experience.

Key Features:

Declarative Configuration: Allows for the creation and modification of scripts without the need for custom code.

Reusable Components: Facilitates the use of pre-built elements to streamline the development process.

Integration Capabilities: Supports integration with various data sources and systems, enabling comprehensive data handling.

Customizing the Care Plan Creation Wizard:

Access the Relevant OmniScript:

Identify the OmniScript associated with the Care Plan creation process. This script defines the steps and user interface elements presented during care plan creation.

Modify the OmniScript:

Add or Remove Steps: Adjust the sequence of steps to align with the desired workflow.

Customize Input Fields: Alter field properties, such as labels, default values, and validation rules, to meet specific requirements.

Incorporate Business Logic: Implement conditional logic to tailor the user experience based on input data or user roles.

Test the Customized OmniScript:

Conduct thorough testing to ensure that the modifications function as intended and provide a seamless user experience.

Reference:

Create an Enhanced Care Plan Using Care Plan Templates: For insights into how OmniScript is utilized in the care plan creation process, refer to Salesforce's documentation: Create an Enhanced Care Plan Using Care Plan Templates Create Care Plans from Care Gaps by Using an OmniScript Flow: To understand the application of OmniScript in creating care plans from care gaps, see: Create Care Plans from Care Gaps by Using an OmniScript Flow Conclusion:

Customizing the Care Plan creation wizard in Integrated Care Management involves modifying the associated OmniScript. By tailoring this script, consultants can enhance the care plan creation process to better meet the specific needs of their organization.

## NEW QUESTION # 81

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