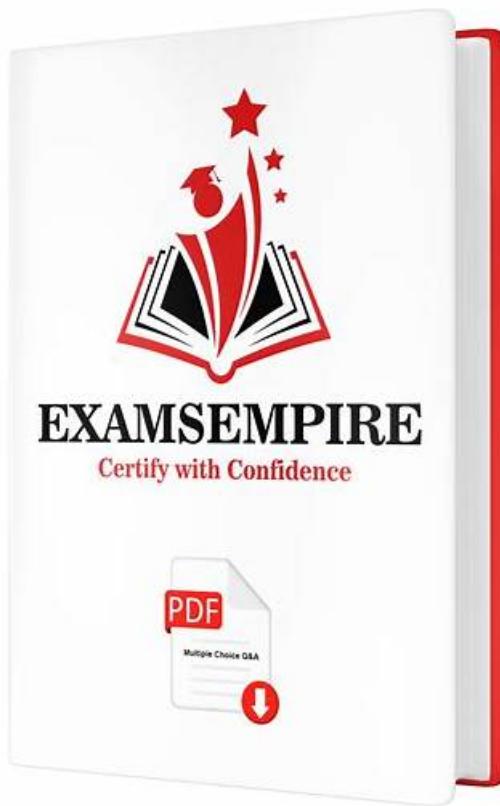


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Salesforce Health Cloud Accredited Professional Sample Questions (Q25-Q30):

NEW QUESTION # 25

Bloomington Caregivers currently has the organization-wide default controlling patient access set to Private. A new respiratory therapist is being added to support a patient at Bloomington Caregivers, and the therapist needs access to the patient's data.

How should an administrator grant access to the respiratory therapist using out-of-the-box Health Cloud features?

- A. Add the respiratory therapist to the patient's Care Team and default access will be automatically granted.
- B. Add the respiratory therapist to the patient's Account Team and default access will be automatically granted.
- **C. Add the respiratory therapist to the patient's Care Team and grant Read or Read/Write access as needed.**
- D. Add the respiratory therapist to the patient's Account Team and grant Read or Read/Write access as needed.

Answer: C

Explanation:

When organization-wide default access to patient data is set to Private, Care Team functionality in Health Cloud is the standard, out-of-the-box method to manage individual access to patient records.

Step-by-Step Reference:

Health Cloud uses Care Teams to manage access to patient records.

Extract:

"Add care team members (users, contacts, or person accounts) to the patient's care team and assign appropriate access (Read or Read/Write) to patient records." (Source: Administer Health Cloud - Manage Care Teams) Administrators can specify the access level (Read or Read/Write) for each care team member, allowing for precise control as per role requirements.

Extract:

"Assign record access levels for care team members when adding them to a patient's care team. This is especially important when the OWD is set to Private." (Source: Administer Health Cloud - Care Team Access) This ensures compliance and proper segmentation of data, as required by healthcare regulations.

NEW QUESTION # 26

A provider wants to get a comprehensive view of a patient's prescriptions, including history, to improve health outcomes. Which Health Cloud capability should a consultant leverage to assist the provider?

- A. Virtual Care
- **B. Medication Management**
- C. Intelligent Appointment Management
- D. Integrated Care Management

Answer: B

Explanation:

* Medication Management in Health Cloud enables providers to view all of a patient's prescription history in one place, supporting medication reconciliation and review for better health outcomes.

Extract:

"Use Medication Management to track and review patient prescriptions, past and present, ensuring a comprehensive view of medication history and supporting care team collaboration." (Source: Administer Health Cloud - Medication Management)

* Other options (Intelligent Appointment Management, Virtual Care, Integrated Care Management) do not provide comprehensive medication tracking.

NEW QUESTION # 27

A consultant is working with an insurance provider to set up prior authorizations in Health Cloud. The provider requires a display of preauthorization outcomes from its external system which manages the end-to-end prior authorization process.

Which solution is appropriate to meet this use case?

- A. Plan Benefit and Plan Benefit Item
- B. Care Request and Care Request Item
- **C. Service Preauth and Preauth Detail**
- D. Care Preauth and Care Preauth Item

Answer: C

Explanation:

In Salesforce Health Cloud, when dealing with prior authorizations, the correct data model objects are:

Service Preauth → Represents the overall prior authorization request (at the header level).

Preauth Detail → Captures the individual service line items or outcomes associated with the prior authorization.

This structure allows Health Cloud to integrate with an external utilization management system that handles the full prior authorization process. The Service Preauth object acts as the container for the request, while Preauth Detail records capture outcomes, decisions, and details returned from the external system.

This is exactly suited to the requirement:

"The provider requires a display of preauthorization outcomes from its external system which manages the end-to-end prior authorization process." Why not the others?

A . Plan Benefit and Plan Benefit Item - These are used to model insurance plan coverage and benefits, not authorization workflows.

B . Care Preauth and Care Preauth Item - These are older, deprecated objects in favor of the Service Preauth data model.

D . Care Request and Care Request Item - These are used to track referrals and service requests (e.g., a doctor requesting lab work), but not prior authorization outcomes.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Developer Guide - Utilization Management Data Model:

"The Service Preauth object represents the prior authorization request and its details. The Preauth Detail object contains service line items and outcomes for the prior authorization request." Salesforce Help: Utilization Management Data Model Salesforce Health Cloud Implementation Guide - Prior Authorizations

NEW QUESTION # 28

A healthcare organization is launching a new gene therapy program, and an administrator needs to leverage Advanced Therapy Management.

In which two ways does Advanced Therapy Management assist the healthcare organization with its complex scheduling requirements?

Choose 2 answers

- A. Book multi-step appointments.
- B. Optimize appointment chain with Einstein.
- C. Schedule a telehealth appointment.
- D. Reschedule part of the appointment chain.

Answer: A,D

Explanation:

Step 1: Requirement Analysis

Admin needs to leverage Advanced Therapy Management for complex gene therapy scheduling.

Step 2: Key Capabilities of Advanced Therapy Management

Book multi-step appointments: Supports sequencing and booking complex, interdependent appointments and procedures (e.g., cell collection, manufacturing, infusion).

Reschedule part of the appointment chain: Enables rescheduling one step in a multi-step process without rebooking the entire chain.

Extract:

"Advanced Therapy Management allows for the orchestration of complex, multi-step appointment chains and the flexibility to reschedule individual steps in the chain." Administer Health Cloud - Advanced Therapy Management Other options:

A: Telehealth scheduling is not a specific feature of Advanced Therapy Management.

D: Einstein is not natively used for chain optimization in Advanced Therapy Management as per current documentation.

Verified Answers:

B . Book multi-step appointments.

C . Reschedule part of the appointment chain.

NEW QUESTION # 29

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

Answer: C

NEW QUESTION # 30

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