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Salesforce Health-Cloud-Accredited-Professional Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Discovery: This phase helps project managers identify personas and stakeholders based on customer use cases. It involves analyzing essential project capabilities to meet customer needs and gathering functional and technical requirements for successful outcomes.
Topic 2	<ul style="list-style-type: none">Implement: In implementation, Health Cloud administrators configure the finalized design specifications and best practices. Applications are tailored to customer needs, integrating OmniStudio components, and customizations as required.
Topic 3	<ul style="list-style-type: none">Design: Here, health cloud professionals design solutions for Health Cloud features according to best practices and specific customer requirements. Patients, providers, and facilities are modeled using appropriate Health Cloud objects.
Topic 4	<ul style="list-style-type: none">Deploy: Deployment managers use this skill to ensure pre- and post-deployment steps specific to each use case, ensuring a smooth transition from setup to operation that aligns with customer needs.

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Salesforce Health Cloud Accredited Professional Sample Questions (Q116-Q121):

NEW QUESTION # 116

A provider's office wants to verify a patient's insurance plan information and coverage when they call into the call center to book an appointment.

Which capability should a consultant leverage to address this requirement?

- A. Benefits Eligibility and Verification
- B. Identity Verification
- C. Utilization Management
- D. Intelligent Appointment Management

Answer: A

Explanation:

Step 1: Requirement Analysis

The provider's office needs to verify a patient's insurance plan information and coverage when a patient calls to book an appointment.

This means checking whether the patient's insurance is active, what services are covered, and any applicable copays or eligibility details.

Step 2: Health Cloud Out-of-the-Box Capability

Benefits Eligibility and Verification is the dedicated Health Cloud capability that allows provider offices and payers to verify a patient's insurance coverage, eligibility, and benefit details in real time, either through integration with payers or using Health Cloud workflows.

Extract:

"Health Cloud offers Benefits Eligibility and Verification, enabling providers and payers to confirm a patient's plan information and coverage eligibility, reducing the risk of denied claims and improving the patient experience." Administer Health Cloud - Benefits Eligibility and Verification Step 3: Review of Options A . Benefits Eligibility and Verification: Directly addresses insurance plan and coverage verification.

B . Intelligent Appointment Management: For scheduling, not insurance verification.

C . Utilization Management: For prior authorizations and care request reviews.

D . Identity Verification: For confirming patient identity, not insurance coverage.

NEW QUESTION # 117

During a design session, the client asks for best practices around when to use DataRaptors vs. Integration Procedures.

For which scenario should a consultant advise the client to use a single DataRaptor?

- A. The task requires both a read and write of SObject data.
- B. relationship. B. Q The action must perform a SendMail task and check for any errors.
- C. The dataset required needs to read two SObjects with a clearly defined
- D. The dataset requires connecting to an external data source, such as CSV or REST API,

Answer: C

Explanation:

In Salesforce OmniStudio, DataRaptors and Integration Procedures are both tools designed to handle data operations, but they

serve different purposes and are suited to distinct scenarios.

DataRaptors:

DataRaptors are declarative tools used to extract, transform, and load data to and from Salesforce objects.

They are ideal for straightforward data operations involving a limited number of objects.

Integration Procedures:

Integration Procedures are server-side processes that execute multiple actions in a single server call. They are designed for complex data operations, especially those involving multiple data sources or requiring orchestration of various steps.

Scenario Analysis:

* Option A: The dataset required needs to read two SObjects with a clearly defined relationship.

* Approach: A single DataRaptor Extract can efficiently handle this scenario by utilizing relationship queries to retrieve data from two related SObjects. DataRaptors support extracting data from multiple objects, provided there is a defined relationship between them, such as a parent-child relationship.

* Option B: The action must perform a SendMail task and check for any errors.

* Approach: This scenario involves sending an email and handling error checking, which goes beyond simple data extraction or loading. An Integration Procedure would be more appropriate here, as it can orchestrate multiple actions, including sending emails and managing error handling.

* Option C: The task requires both a read and write of SObject data.

* Approach: While DataRaptors can perform both read (Extract) and write (Load) operations, if the task involves complex logic or multiple steps, an Integration Procedure might be more suitable to manage the orchestration of these actions.

* Option D: The dataset requires connecting to an external data source, such as CSV or REST API.

* Approach: Connecting to external data sources typically requires capabilities beyond DataRaptors. Integration Procedures can handle REST API calls and integrate external data, making them the appropriate choice for this scenario.

Best Practices:

* Use DataRaptors When:

* You need to perform simple CRUD operations on Salesforce data.

* The data operations involve a limited number of related objects.

* Minimal transformation or processing logic is required.

* Use Integration Procedures When:

* The process involves multiple steps or complex logic.

* You need to integrate with external systems or APIs.

* Error handling and conditional processing are necessary.

References:

**OmniStudio

NEW QUESTION # 118

Bloomington Caregivers has been using the legacy Health Cloud electronic health record (EHR) data model and wants to move to the FHIR R4 clinical data model.

Which two steps should a consultant take to complete this?

- A. Use Data Loader to load the respective data.
- B. Leverage the Health Cloud FHIR API.
- C. Use the Health Cloud Clinical Transition tool.
- D. Map objects and fields to the target objects.

Answer: B,D

Explanation:

To migrate from the legacy Health Cloud EHR data model to the FHIR R4 clinical data model, a consultant needs to leverage the Health Cloud FHIR API and map objects and fields to the target objects. The Health Cloud FHIR API enables interoperability between Health Cloud and external systems that use FHIR standards. The mapping process ensures that the data is transformed and loaded into the correct objects and fields in Health Cloud. Using the Health Cloud Clinical Transition tool, using Data Loader to load the respective data, or creating an Apex class and leveraging Intelligent Appointment Management are not recommended steps for this migration2.

NEW QUESTION # 119

A payer needs to connect an electronic health record (EHR) to Health Cloud to display key clinical data to Health Cloud users. The data in the source system is aligned to FHIR R4 standards, but some transformation is anticipated.

Which approach should a consultant use to set up this integration?

- A. A middleware integration solution that can handle data transformation if necessary.
- B. A scheduled batch job that retrieves a file from an SFTP
- C. A point-to-point API connection from the HER to Health Cloud.
- D. A "swivel-chair" standard operating procedure document that will be distributed to users.

Answer: A

Explanation:

FHIR-Based Interoperability with Transformation:

* Exact Extract:

"Middleware solutions enable integration with EHRs using HL7 or FHIR standards and can perform necessary data transformation for compatibility with Health Cloud." Reference: Administer Health Cloud - Interoperability Other Options:

Batch jobs/SFTP and point-to-point APIs are not scalable or flexible for ongoing data transformation.

"Swivel-chair" procedures are not a technical integration.

NEW QUESTION # 120

With regards to Integration/Interoperability, which three statement are true about health cloud? (Choose Three)

- A. The New clinical data model in health cloud is aligned with FHIR R4 standards.
- B. The new clinical data model in Health cloud is aligned with HL7 v2-simple application standard.
- C. Health cloud has a FHIR server.
- D. Health cloud support data exchange with both HL7 and FHIR enabled systems.
- E. Most EHR (Electronic Health Record) data exchange today is still done via legacy HL7 v2 - simple application interface.

Answer: A,D,E

NEW QUESTION # 121

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