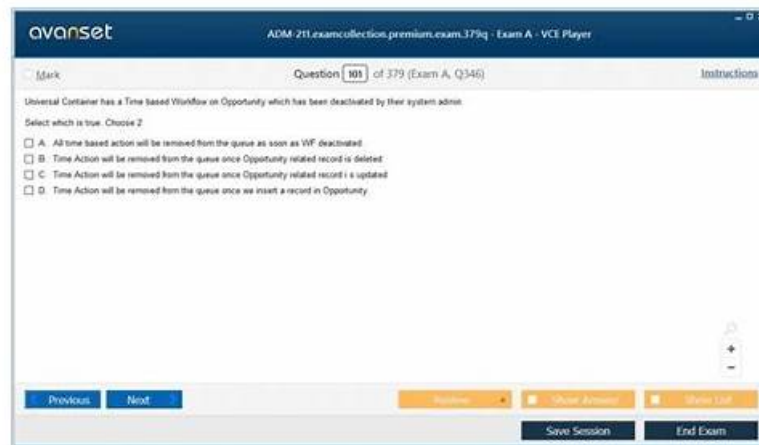


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Salesforce Health Cloud Accredited Professional Sample Questions (Q100-Q105):

NEW QUESTION # 100

Bloomington Caregivers would like to share patient medication information with an external pharmacy as soon as it is updated in Bloomington Caregivers' Health Cloud system. It would also like to receive an immediate confirmation about any medication Interactions from the pharmacy.

Which two Integration patterns should a consultant recommend?

Choose 2 answers

- **A. Platform Event**
- B. Industries ETL
- **C. Apex HTTP Callout**
- D. OmniStudio Integration Procedure

Answer: A,C

Explanation:

The requirement is:

Push patient medication updates to an external pharmacy immediately → This is an event-driven use case.

Receive immediate confirmation about medication interactions from the pharmacy → This requires a synchronous call/response pattern.

The correct integration patterns are:

A . Platform Event

Best for real-time, event-driven notifications when medication information is updated in Health Cloud.

Ensures the pharmacy receives updates as soon as they occur.

D . Apex HTTP Callout

Supports synchronous communication with external systems.

Allows Health Cloud to send a request and receive an immediate confirmation/response about medication interactions from the pharmacy.

Why not the others?

B . Industries ETL - This is for batch, large-volume data movement, not real-time event-driven updates or immediate confirmations.

C . OmniStudio Integration Procedure - Great for orchestrating data retrieval/manipulation across systems, but it's not designed for event-driven updates with confirmation requirements.

Salesforce Health Cloud Reference:

Salesforce Integration Patterns and Practices:

"Use Platform Events for event-driven, near real-time messaging between Salesforce and external systems."

"Use Apex callouts when Salesforce must send a request and wait for an immediate response."

NEW QUESTION # 101

Administrators at Bloomington Caregivers track patients' doctor visits in Health Cloud. The administrators need to send all of their patients' visit information to their Enterprise Resource Planning (ERP) system for a weekly billing cycle.

Which integration pattern should a consultant recommend for this?

- A. Fire and Forget with an Enterprise Service Bus (ESB) tool
- B. Request and Reply with an Enterprise Service Bus (ESB) tool
- C. ERP system to call the FHIR Billing API in Health Cloud
- **D. Nightly batch extract using an Extract, Transform, and Load (ETL) tool**

Answer: D

Explanation:

The scenario is about sending patients' visit information from Health Cloud to an ERP system on a weekly billing cycle.

This is a scheduled, bulk-data transfer requirement (not real-time, not request/response).

The correct integration pattern here is a batch extract using an ETL tool.

ETL tools (like Informatica, Mulesoft, Talend) are best for handling scheduled bulk data movement between Salesforce and external systems, especially for billing cycles.

The process can be scheduled nightly/weekly to pull visit data and send it to the ERP system.

Why not the others?

A . Fire and Forget with ESB - Used for real-time event-driven messaging (e.g., when an event happens, send a message immediately). Not needed here since the requirement is weekly batch.

C . ERP system to call the FHIR Billing API in Health Cloud - This would make sense if the ERP were pulling billing records via FHIR APIs, but here the need is sending visit data from Salesforce → ERP in bulk.

D . Request and Reply with ESB - Used when an external system calls Salesforce and expects an immediate response. Not applicable for scheduled, large-scale billing exports.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Integration Guide:

"For billing, claims, or other periodic back-office processes, use a batch integration pattern with an ETL tool to extract large volumes of patient and encounter data from Salesforce on a scheduled basis." Salesforce Integration Patterns and Practices
Salesforce Health Cloud Data Exchange

NEW QUESTION # 102

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. Integrated Care Management
- **B. Medication Management**

- C. Intelligent Appointment Management
- D. Virtual Care

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 # 103

At Bloomington Caregivers, care coordinators can only view patient records they own in Health Cloud. Moving forward, a small subset of auditors need access.

What should a consultant do to expand this access?

- A. Update organization-wide default for Account and Contract to Public Read-Only.
- B. Create a restriction rule for the Person Account object.
- **C. Create a criteria-based Account sharing rule.**
- D. Create a user access policy with grant permissions.

Answer: C

Explanation:

Expanding Access to Auditors:

Exact Extract:

"Use criteria-based sharing rules to grant additional access to Person Account (patients) records for users or groups who do not own the records, such as auditors." Reference:

Other Options:

Restriction rule: Restricts, not expands, access.

User access policy: Not a Salesforce standard for sharing data.

Changing org-wide default to Public Read-Only: Not best practice for PHI and patient data-should use sharing rules for scoped access.

NEW QUESTION # 104

A payer is looking to optimize the workflow for its call center, which focuses primarily on members calling to check on the status of their prior authorization requests.

How should a consultant conduct discovery to define a workflow for these call center users?

- A. Build a proof of concept to present to the client and ask them for feedback.
- B. Research industry trends and develop a point of view, then present it to the customer for validation.
- **C. Identify personas and ask them to walk through a day in their life, taking notes and identifying opportunities for optimization.**
- D. Use work from another project to inform the discovery, then review it with the IT department.

Answer: C

Explanation:

Step 1: Requirement

Define workflow for call center users focused on prior authorization status checks.

Step 2: Best Practice for Workflow Discovery

Discovery should be user-centered, involving direct engagement with actual users (personas).

Observing and documenting their daily processes identifies real pain points and optimization opportunities.

Extract:

"Best practice for workflow discovery is to interview and observe key personas, document their processes, and map opportunities for automation and optimization." Salesforce Architect - Business Process Discovery Other options (industry research, previous

projects, or proof of concept) do not provide the necessary user insight for workflow design.

NEW QUESTION # 105

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