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## Salesforce Health Cloud Accredited Professional Sample Questions (Q89-Q94):

### NEW QUESTION # 89

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

**Answer: A**

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 # 90

A call center agent at Bloomington Caregivers wants the ability to look up providers by location and specialty, to schedule an appointment on behalf of their patients.

Which two capabilities should a consultant recommend to enable this requirement?

Choose 2 answers

- **A. Intelligent Appointment Management**
- **B. provider Search**
- C. Integrated Care Management
- D. Experience Cloud for Health Cloud

**Answer: A,B**

Explanation:

Call center agents at Bloomington Caregivers require tools to streamline provider lookup and appointment scheduling for patients. Salesforce Health Cloud offers specific capabilities tailored to address these needs.

\* Purpose: Provider Search enables users to locate healthcare providers based on specific criteria such as location, specialty, and availability. This functionality is essential for call center agents who need to identify and select suitable providers for patients.

\* Features:

\* Search by provider name, specialty, location, or other attributes.

\* Filter and sort results to narrow down the provider list.

\* Integration with the Salesforce Health Cloud data model to access real-time provider information.

\* Implementation Steps:

\* Configure Provider Records: Ensure all providers are set up correctly within Salesforce, including their specialties, locations, and other attributes.

\* Enable Provider Search: Add the Provider Search component to the appropriate Lightning pages or record layouts.

Reference:

Provider Management Overview

Configuring Provider Search

2. Intelligent Appointment Management (Answer B): Purpose: Intelligent Appointment Management streamlines the scheduling process by integrating provider availability, patient preferences, and other factors.

It helps agents book appointments efficiently while minimizing scheduling conflicts.

Features:

Allows booking appointments based on provider availability.

Enables real-time synchronization with provider schedules.

Offers advanced scheduling logic to ensure compatibility with patient needs.

Implementation Steps:

Enable Salesforce Scheduler: Set up Salesforce Scheduler to integrate appointment booking with Health Cloud.

Configure Appointment Rules: Define scheduling policies, including time slots, duration, and patient-provider matching criteria.

Reference:

Salesforce Scheduler for Health Cloud

Why Other Options Are Less Relevant:C. Integrated Care Management:Integrated Care Management focuses on managing care plans, assessments, and interventions. It is not designed for provider lookup or appointment scheduling.

D: Experience Cloud for Health Cloud:Experience Cloud is used to create external portals for patient and provider access. While it can complement scheduling systems, it is not directly related to call center agent workflows.

Conclusion:By implementing Provider Search and Intelligent Appointment Management, Bloomington Caregivers can empower their call center agents to efficiently locate providers and schedule appointments, improving patient satisfaction and operational efficiency.

References for Further Reading:

Salesforce Health Cloud Provider Management

Salesforce Scheduler Setup

### NEW QUESTION # 91

The Salesforce administrator for Lake Tahoe Hospital would like to implement Utilization Management. What are the design considerations that the administrator has to be aware of when creating the application? (Choose two.)

- A. Path can not be used to visually represent the status of a care request.
- B. Care requests have empower components that can be exposed within Communities.
- C. Each Care request has to have an associated case.
- D. Care request functionality is included in the Health Cloud managed package.
- E. New Care requests can be created using the 'create care request' component.

**Answer: C,E**

Explanation:

The design considerations that the administrator has to be aware of when creating the application for utilization management are:

Each care request has to have an associated case. A case is the standard Salesforce object that represents a care request in Health Cloud.

New care requests can be created using the 'Create Care Request' component. This component allows users to create a new care request from any page in the Health Cloud console.

Path can be used to visually represent the status of a care request. Path is a standard Salesforce feature that displays the stages of a process, such as a care request, and guides users along the steps in Salesforce Lightning Experience.

Care request functionality is not included in the Health Cloud managed package. It requires installing the Utilization Management unmanaged package for Health Cloud and assigning the Health Cloud Utilization Management permission set to users along with Health Cloud permission set licenses.

Care requests do not have empower components that can be exposed within Communities. Empower components are custom Lightning components that allow patients or members to view and manage their health information in Communities. Care requests are not part of the empower components.

### NEW QUESTION # 92

Which three steps are needed to setup Care Requests? (Choose three.)

- A. Choose case Care Request record type for each Care Request configuration.
- B. Install UM unmanaged package for Health Cloud. Then assign Health cloud Utilization management..... cloud permission set licenses.
- C. Choose any existing case record type for each Care Request type.
- D. All Care requests are pre-setup on all Health Cloud orgs by default.
- E. Create a new case record type for each Care Request type

**Answer: A,B,E**

### NEW QUESTION # 93

Bloomington Caregivers has reviewed the functionality of Integrated Care Management and decided to upgrade from the legacy Care Plans.

Which two statements are true with respect to Integrated Care Management?

Choose 2 answers

- A. Integrated Care Management leverages OmniStudio and the Discovery Framework to provide recommendations for what

to add to a care plan based on the assessment.

- B. Integrated Care Management uses a standard object CarePlan; the Case object is no longer used.
- C. Integrated Care Management is only made available by enabling the Enhanced Care Management setting in Salesforce Setup.
- D. Existing Care Plan Template records built in the legacy process can be used in the Integrated Care Management process; no data migration is required.

**Answer: A,C**

## NEW QUESTION # 94

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