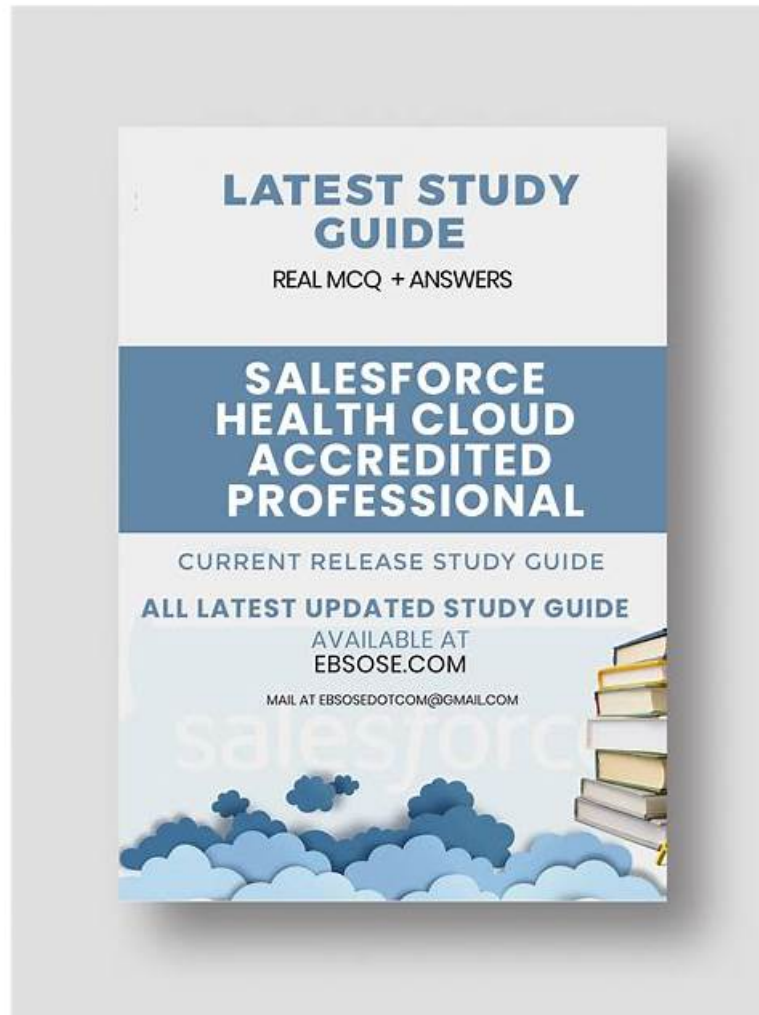


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Salesforce Health Cloud Accredited Professional Sample Questions (Q63-Q68):

NEW QUESTION # 63

Bloomington Caregivers is looking to streamline the user experience for its call center agents. On the patient's record, the company wants the ability to:

Inform agents about changes in information

View basic details about a patient's insurance

Have a complete view of all engagement interactions in one place

Which three components from Contact Center for Health Cloud should a consultant use to achieve this?

- A. Member Plan FlexCard
- B. Timeline
- C. Identity Verification
- D. Action Launcher
- E. Record Alerts

Answer: A,B,E

Explanation:

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference Record Alerts:

Notify agents of important or recent changes in patient information.

Extract:

"Use Record Alerts to keep agents informed of changes and critical updates on the patient's record."

- Contact Center for Health Cloud Overview

Timeline:

Provides a single, unified view of all engagement interactions, encounters, and activities with a patient.

Extract:

"Timeline shows a consolidated history of patient interactions and engagement, giving agents a complete view in one place."

- Health Cloud: Enhanced Timeline

Member Plan FlexCard:

Displays key patient insurance information directly on the record page.

Extract:

"The Member Plan FlexCard displays essential details about the patient's insurance coverage for agents."

- OmniStudio: FlexCards

Other Options:

A . Identity Verification: Used for verifying caller identity, not information display.

D . Action Launcher: Launches actions/processes, not for displaying info or alerts.

Reference:

Contact Center for Health Cloud Overview

Health Cloud: Enhanced Timeline

OmniStudio: FlexCards

NEW QUESTION # 64

Which two data exchange standards support clinical data in Health Cloud?

Choose 2 answers

- A. FHIR R4
- B. HL7 v2
- C. DICOM 3.0
- D. SDTM v3.2

Answer: A,B

Explanation:

Step-by-Step Explanation:

* Supported Data Exchange Standards: Health Cloud natively supports modern clinical data standards such as FHIR R4 and traditional messaging formats like HL7 v2 for interoperability and data exchange.

* Exact Extract:

"Health Cloud supports industry standards for data exchange, including FHIR R4 and HL7 v2, to enable clinical interoperability with EHR systems and other healthcare platforms." Reference: Administer Health Cloud - Interoperability Why Not Other Options?

DICOM 3.0: Used for imaging, not clinical data exchange in Health Cloud.

SDTM v3.2: Used for clinical trials data, not general patient/clinical data exchange in Health Cloud.

Conclusion: FHIR R4 and HL7 v2 are the two standards officially supported for clinical data in Health Cloud.

NEW QUESTION # 65

Which step is recommended to be completed before migrating from Service Cloud to HC?

- A. Uninstall any Sales Cloud related packages.
- B. Migrate all existing leads to candidate leads.
- C. Log a Salesforce support case.
- **D. Migrate patient data to person accounts.**

Answer: D

NEW QUESTION # 66

How Should Members and Patients be represented during the..... Managers as per the Salesforce recommendation?

- A. Salesforce recommends using Member Accounts to represent members
- B. Leveraging Candidate Accounts are the recommended approach to
- C. The individual Data Model may be used to represent members
- **D. Leveraging Person Accounts is the recommended approach to**

Answer: D

NEW QUESTION # 67

A provider is looking to implement Utilization Management in Health Cloud and submit and track prior authorizations.

Which two capabilities should a consultant customize to achieve this?

Choose 2 answers

- **A. Customize the Service Request object.**
- **B. Integrate using MuleSoft Direct for electronic Prior Authorizations (ePA).**
- C. Create a new UtilizationManagementSettings record in Custom Settings.
- D. Create a new Support Process to match the customer's process steps.

Answer: A,B

Explanation:

Health Cloud supports Utilization Management (UM) through the Service Request object, which tracks prior authorization requests, and through integration with electronic prior authorization systems using MuleSoft.

Customize the Service Request object:

Extract:

"The Service Request object is at the core of the Utilization Management process in Health Cloud. You can customize fields, page layouts, and automation to match your business processes for prior authorization." (Source: Administer Health Cloud - Utilization Management) Integrate using MuleSoft Direct for ePA:

Extract:

"Integrate Health Cloud Utilization Management with external systems using MuleSoft Direct, enabling electronic submission and tracking of prior authorizations." (Source: Administer Health Cloud - Utilization Management Integration) Why not B or D?

There is no standard custom setting called UtilizationManagementSettings for this process.

Support Process is more for standard Salesforce Cases and not directly linked to Utilization Management flows in Health Cloud.

NEW QUESTION # 68

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