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To be eligible for the Salesforce Health Cloud Accredited Professional exam, candidates must have a strong understanding of the Salesforce platform and healthcare industry. They should also have experience working with healthcare providers, payers, and patients. Salesforce recommends that candidates have at least six months of hands-on experience with the Health Cloud platform before taking the exam.

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Salesforce Health Cloud Accredited Professional Sample Questions (Q62-Q67):

NEW QUESTION # 62

A payer needs to implement a program to address the rising healthcare expenses and ensure affordable care for its members. The payer aims to strike a balance between quality care and managing the cost of care effectively by streamlining its approval processes for care requests.

Which capability in Health Cloud helps the payer accomplish this?

- A. Intelligent Appointment Management
- **B. Utilization Management**
- C. Provider Network Management
- D. Integrated Care Management

Answer: B

Explanation:

Utilization Management is the capability in Health Cloud that helps the payer accomplish its goal of balancing quality care and managing the cost of care effectively. It enables the payer to streamline its approval processes for care requests using predefined rules and workflows.

NEW QUESTION # 63

Which of the following capabilities of provide search would a customer service agent use to help prospective and returning patients for the right provider? (Choose three).

- **A. Use provider search in an authenticated community page**
- B. Use provider search in an unauthenticated community page.
- **C. Connect the list of fields displayed in the search panel and search results.**
- D. Use custom fields defined in any entity within the provider data model in health cloud as part of search experience.
- **E. Use custom fields defined in health care provider and health care practitioner facility entities as part of search experience.**

Answer: A,C,E

Explanation:

According to the Salesforce documentation, the following capabilities of provider search would a customer service agent use to help prospective and returning patients find the right provider:

Use custom fields defined in healthcare provider and healthcare practitioner facility entities as part of search experience. The provider search allows customer service agents to use custom fields defined in healthcare provider and healthcare practitioner facility entities as part of the search criteria or filters. This helps them narrow down their search results based on specific attributes or preferences.

Use provider search in an authenticated community page. The provider search allows customer service agents to use provider search in an authenticated community page where they can log in with their credentials and access more features and information than an unauthenticated community page.

Control the list of fields displayed in the search panel and search results. The provider search allows customer service agents to customize which fields are displayed in the search panel and search results for different types of providers or facilities. This helps them find the most relevant information quickly and easily.

NEW QUESTION # 64

A provider wants to set up a Contact Center leveraging Health Cloud to enable its patients to set up appointments, get answers to their billing questions, and update their plan information.

Which group of people should a consultant work with to identify pain points and define project requirements?

- A. (Persona) Care coordinator
(Stakeholder) Salesforce administrator (Stakeholder) Tableau developer
- B. (Persona) General physician
(Stakeholder) Salesforce administrator (Stakeholder) Marketing Cloud administrator
- **C. (Persona) Contact Center agent**
(Stakeholder) Salesforce administrator (Stakeholder) Integration architect
- D. (Persona) Contact Center agent (Stakeholder) Tableau developer (Stakeholder) MuleSoft developer

Answer: C

Explanation:

For implementing a Contact Center leveraging Health Cloud, identifying pain points and defining project requirements involves collaborating with:

Contact Center Agent (Persona):

Frontline staff who interact directly with patients.

Provide insights into the day-to-day challenges in appointment scheduling, billing inquiries, and plan updates.

Salesforce Administrator (Stakeholder):

Responsible for configuring Health Cloud and implementing workflows to address identified pain points.

Integration Architect (Stakeholder):

Ensures smooth integration between Health Cloud and external systems like billing platforms or insurance providers.

Why Other Options Are Incorrect:

A: Care coordinators are not directly involved in patient-initiated contact center interactions. Tableau developers focus on reporting, not operational processes.

C: MuleSoft developers are not primary stakeholders for contact center operations.

D: General physicians and Marketing Cloud administrators do not contribute directly to Contact Center workflows.

Reference:

Health Cloud Contact Center Overview

Integration Architecture Guide

NEW QUESTION # 65

Which two fields are optional when creating a new Care plan task? (Choose Two)

- A. Status
- **B. Due Date**
- C. Task Owner
- **D. Goal**
- E. Problem

Answer: B,D

NEW QUESTION # 66

When implementing Provider Search functionality, which two changes allow an external user to access search results?

Choose 2 answers

- A. Create a sharing rule on the Care Provider Searchable Field object to share with external users.
- **B. Give the site user profile Read access to the Care Provider Searchable Field object.**
- **C. Use Experience Builder to add the Provider Search component to a page on the site.**
- D. Give the site user profile Read access to the Data Pipeline object.

Answer: B,C

Explanation:

To enable external users to access Provider Search functionality, you need to make necessary changes to the Experience Cloud site and permissions:

* Add the Provider Search Component to the Site (Option A):

* Use Experience Builder to include the Provider Search Lightning Web Component on a public-facing page of the Experience Cloud site.

* Steps:

* Navigate to Experience Builder.

* Drag and drop the Provider Search component onto a designated page.

* Publish the site to make the component available to external users.

* Grant Read Access to the Care Provider Searchable Field Object (Option C):

* External users must have appropriate permissions to view the provider search results.

* Steps:

* Go to Setup > Profiles.

* Edit the site user profile associated with the Experience Cloud site.

* Grant Read access to the Care Provider Searchable Field object.

* Save and assign the profile to the relevant users.

* Sharing Rules (Not Necessary): Sharing rules are not required if the external user profile already has sufficient object-level access.

* Data Pipeline Object (Not Relevant): The Data Pipeline object is not directly involved in enabling Provider Search functionality for external users.

References:

Enable Provider Search in Health Cloud

Experience Cloud for Health Cloud

NEW QUESTION # 67

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