

# Health-Cloud-Accredited-Professional Exam Dumps.zip - Health-Cloud-Accredited-Professional Examcollection Questions Answers

## Use the Health Cloud - Admin App

The Health Cloud - Admin app includes a set of tabs where you can customize Health Cloud features to support the ways your organization works with patients or members.

To use the Health Cloud - Admin app in Lightning Experience, go to App Launcher and select **Health Cloud - Lightning Admin**. To use the Health Cloud - Admin app in Salesforce Classic, use the app picker to select **Health Cloud - Admin**.

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Salesforce Health Cloud Accredited Professional exam is designed for individuals who have expertise in implementing and managing the Salesforce Health Cloud platform. Salesforce Health Cloud Accredited Professional certification validates the skills and knowledge required to configure and customize the Health Cloud platform, create patient-centric solutions, and collaborate with healthcare providers and patients in a secure and compliant manner.

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## Salesforce Health Cloud Accredited Professional Sample Questions (Q83-Q88):

### NEW QUESTION # 83

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. Use work from another project to Inform the discovery, then review It with the IT department.
- **C. Identify personas and ask their to walk through a day in their life, taking notes and identifying opportunities for optimization.**
- D. Research Industry trends and develop a point of view, then present it to the customer for validation.

**Answer: C**

Explanation:

To optimize workflows for a payer's call center, conducting a discovery phase requires identifying key pain points, inefficiencies, and opportunities.

Identify Personas and Walk Through a Day in Their Life:

Engage call center agents and supervisors who handle prior authorization requests and ask them to describe their daily processes, challenges, and tools used.

Take detailed notes to map out existing workflows and pinpoint inefficiencies. This approach provides insights into real-world challenges, helping to design tailored workflows that address bottlenecks.

Why Other Options Are Incorrect:

B . Build a proof of concept to present to the client and ask them for feedback:

Building a proof of concept comes later, after completing discovery and requirements gathering.

C . Research industry trends and develop a point of view, then present it to the customer for validation:

While understanding industry trends is useful, presenting pre-determined workflows without first understanding the customer's specific needs risks misalignment.

D . Use work from another project to inform the discovery, then review it with the IT department:

Reusing workflows from another project may not address the unique needs of this customer's call center processes.

Reference:

Salesforce Health Cloud Use Case Discovery Best Practices

Administer Health Cloud

#### NEW QUESTION # 84

In which two ways can an administrator support the Health department so that the team can efficiently assess the individual, enroll them in a program, and monitor them during emergency? (Choose two)

- **A. Install emergency Response Management unmanaged package**
- **B. Leverage pre-configured flows provided with Health Cloud**
- C. Create Patient Enrollment Console
- D. Create a healthcare provider enrollment flow

**Answer: A,B**

Explanation:

Explanation

Reference and details below.

Using the **Emergency Response Management Console**, create a consistent intake experience using **guided workflows** and **pre-built assessments** that can quickly adapt as protocols or guidelines change.

#### NEW QUESTION # 85

Bloomington Caregivers is looking to view potential drug-to-drug interactions for its patients' medications and make recommendations based on that data within Health Cloud.

Which Health Cloud add-on should a consultant recommend to fulfill this requirement?

- **A. Medication Management**
- B. Allergy Intolerance
- C. RxNorm DDI Connectivity
- D. Medication Interactions

**Answer: A**

#### Explanation:

Bloomington Caregivers aims to identify potential drug-to-drug interactions for patients' medications and provide recommendations based on that data within Salesforce Health Cloud. To fulfill this requirement, the Medication Management add-on is the appropriate solution.

#### Overview of Medication Management:

Medication Management is an add-on feature in Salesforce Health Cloud designed to help healthcare providers and care coordinators manage patients' medication regimens effectively. It enhances patient safety by identifying potential medication-related issues, including drug-to-drug interactions, and supports the reconciliation of medication lists during care transitions.

#### Key Features:

##### \* Medication Reconciliation:

\* Facilitates the accurate compilation of a patient's medication list, ensuring that all prescribed and over-the-counter medications are accounted for.

##### \* Drug Interaction Checks:

\* Automatically checks for potential drug-to-drug interactions using integrated databases, alerting healthcare providers to possible adverse effects.

##### \* Recommendations and Documentation:

\* Enables providers to document recommendations and notes related to a patient's medication regimen, supporting informed clinical decisions.

#### Implementation Considerations:

##### \* Licensing:

\* Medication Management is an add-on product that requires additional licensing. Ensure that your organization has the necessary licenses to access this feature.

##### \* Configuration:

\* Set up the Patient Medication Manager Lightning component within Health Cloud to utilize Medication Management features. This component provides an integrated interface for managing patient medications.

##### \* Integration with RxNorm:

\* Medication Management supports integration with RxNorm, a standardized nomenclature for clinical drugs, to enhance the accuracy of medication information and interaction checks.

#### References:

Medication Reconciliation: This Salesforce Help article provides detailed information on setting up and using the Medication Management feature within Health Cloud.

#### Salesforce

Add Medications by Using the Add Patient Medication Flow: Guidance on adding medications for patients using the Patient Medication Manager component.

#### Salesforce

By implementing the Medication Management add-on, Bloomington Caregivers can effectively monitor and manage patients' medication regimens, identify potential drug-to-drug interactions, and provide informed recommendations, thereby enhancing patient safety and care quality.

#### NEW QUESTION # 86

Service cloud organization is migrating to health cloud, and only certain teams of users have health cloud use cases. Which Users with health cloud use cases or users who need access to health cloud objects require health cloud permission set licences.

What three types of ancillary information can be included in a single care request.

- A. Care request drug
- B. Care request facility
- C. Care request reviews
- D. Care request diagnosis
- E. Care request providers

**Answer: A,D,E**

#### NEW QUESTION # 87

Which type of files can be uploaded as Consent Documents in secure folders of Health Cloud for a Care Program? (Choose two)

- A. Password protected files
- B. Opt out consent documents
- C. Files that are smaller than 2 - Simple Application 5MB

- D. Authorization consent forms
- E. Copy-protected PDF files

**Answer: C,D**

Explanation:

According to the Salesforce documentation<sup>1</sup>, consent documents are files that capture the enrollee's consent to participate in a care program. Consent documents can be uploaded as PDF, DOC, DOCX, or JPG files in secure folders of Health Cloud for a care program. The file size limit for consent documents is 2 MB. Therefore, options C and D are correct. Option A is incorrect, because copy-protected PDF files cannot be uploaded as consent documents. Option B is incorrect, because opt out consent documents are not used to enroll in a care program, but to withdraw from it. Option E is incorrect, because password protected files cannot be uploaded as consent documents.

## NEW QUESTION # 88

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Facing the incoming Health-Cloud-Accredited-Professional exam, you may feel stained and anxious, suspicious whether you could pass the exam smoothly and successfully. Actually, you must not impoverish your ambition. Our suggestions are never boggle at difficulties. It is your right time to make your mark. Preparation of exam without effective materials is just like a soldier without gun. You will be feeling be counteracted the effect of tension for our Health-Cloud-Accredited-Professional practice dumps can relieve you of the anxious feelings.

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