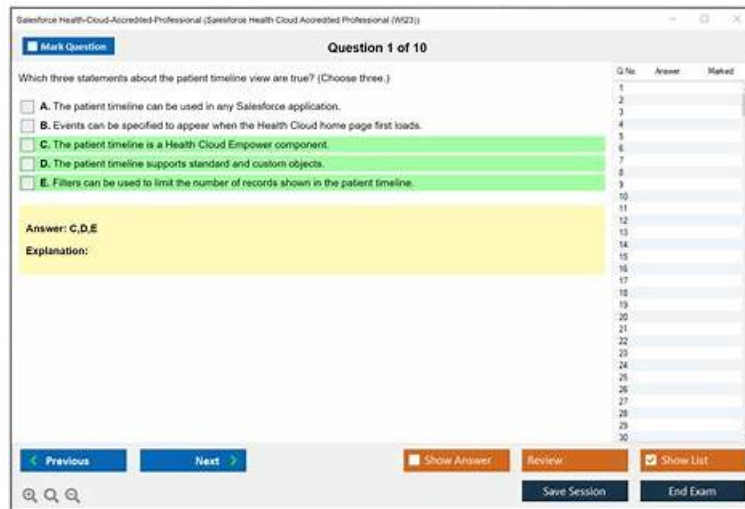


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There is no doubt that advanced technologies are playing an important role in boosting the growth of Salesforce companies. This is the reason why the employees have now started upgrading their skillset with the Salesforce Health Cloud Accredited Professional (Health-Cloud-Accredited-Professional) certification exam because they want to work with those latest applications and save their jobs. They attempt the Salesforce Health Cloud Accredited Professional (Health-Cloud-Accredited-Professional) exam to validate their skills and try to get their dream job.

Achieving the Salesforce Health Cloud Accredited Professional certification is a valuable asset for healthcare professionals looking to differentiate themselves in a competitive job market. It demonstrates a commitment to excellence and a deep understanding of the Salesforce Health Cloud platform, making certified professionals highly sought after by healthcare organizations looking to improve their technology infrastructure and patient care.

Salesforce Health Cloud Accredited Professional certification is a valuable credential for professionals who work in the healthcare industry. It demonstrates their expertise in implementing and managing Salesforce Health Cloud, which is a leading CRM platform designed specifically for healthcare. Salesforce Health Cloud Accredited Professional certification can help professionals stand out in the competitive job market and gain recognition as experts in their field. It can also help organizations identify professionals who have the necessary skills and knowledge to implement and manage Salesforce Health Cloud effectively.

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Obtaining the Salesforce Health Cloud Accredited Professional certification can provide several benefits to individuals working in the healthcare industry. It can help them demonstrate their expertise and knowledge to potential employers, increase their credibility and marketability, and potentially lead to career advancement opportunities.

## Salesforce Health Cloud Accredited Professional Sample Questions (Q14-Q19):

### NEW QUESTION # 14

Bloomington Caregivers has set up Health Cloud and needs to analyze patient referrals through Salesforce reports and dashboards. Which Health Cloud unmanaged package should a consultant recommend to deliver a prebuilt dashboard and reports?

- A. Health Cloud Reports for Patient Referral Management
- B. Health Cloud Referral Management Reports
- C. Health Cloud Network Management Reports
- D. Health Cloud Member Referral Management Reports

**Answer: A**

Explanation:

The Health Cloud Reports for Patient Referral Management unmanaged package provides prebuilt reports and dashboards to analyze referrals.

\* Extract:

"The Health Cloud Reports for Patient Referral Management unmanaged package includes reports and dashboards that help track patient referrals in Salesforce." (Source: Administer Health Cloud - Reports and Dashboards) Other options are either not standard package names or do not match referral reporting.

### NEW QUESTION # 15

Which Three items can be a Life Science company track about a Care Programs using Program Management? (Choose Three. (Repeated question)

- A. The products that are associate with a given Care Program
- B. The budget & Expenses of the company's associate Care Program
- C. The plans that enrollees have been engaged in as part of the care program
- D. The clinical indicators that need to be monitored in the care programs
- E. The multiple marketing campaigns that enrollees are subjected to as part of the Care Program

**Answer: A,C,E**

Explanation:

According to the Health Cloud Data Model Developer Guide, Program Management is a feature in Health Cloud that allows life science companies to track and manage care programs that offer products and services to patients and providers. With Program Management, life science companies can track the following three items about a care program:

The multiple marketing campaigns that enrollees are subjected to as part of the care program. This item can be tracked by using the CareProgramEnrolleeCampaign object, which represents a marketing campaign that targets a specific care program enrollee.

The products that are associated with a given care program. This item can be tracked by using the CareProgramEnrolleeProduct object, which represents a product or service that is offered to a care program enrollee.

The plans that enrollees have been engaged in as part of the care program. This item can be tracked by using the CareProgramEnrolleePlan object, which represents a plan or package that contains one or more products or services for a care program enrollee. The budget and expenses of the company's associated care program is not an item that can be tracked by using Program Management. The clinical indicators that need to be monitored in the care programs is not an item that can be tracked by using Program Management.

### NEW QUESTION # 16

A service cloud organization migrating to HC uses Contacts to represent patients, physicians and non-clinical staff. Which of these groups of contacts should be modeled as Person Accounts post-migration?

- A. Patients should be modeled as Person Accounts. Providers and non-clinical staff can be modeled as Person Accounts or Contacts
- B. Patients, physicians and non-clinical staff should be modeled as Person Accounts.
- C. None By using individual data model, the use of person account can be avoided
- D. Patients should be modeled as Person Accounts. Providers and non-clinical staff should be modeled as Contacts

**Answer: D**

#### NEW QUESTION # 17

A Health Cloud administrator is working on a call center implementation and has to ensure that the phone numbers passing through the CTI settings display the matching contact record via Screen Pop. Which custom metadata type within Health Cloud should the administrator update to achieve this requirement?

- A. Flow Session Setting -> CallCenterFlow
- **B. Feature Flag Setting -> CTIDriverSetting**
- C. Job Flow Setting -> ConsoleDisplayValue
- D. Health Cloud Setting -> HcFeatureDriver

**Answer: B**

Explanation:

According to the Salesforce documentation<sup>1</sup>, the Feature Flag Setting custom metadata type within Health Cloud allows you to enable or disable certain features of Health Cloud. One of the features that can be enabled or disabled is the CTIDriverSetting, which controls whether the CTI adapter is used to display phone numbers in the patient console. To ensure that the phone numbers passing through the CTI settings display the matching contact record via screen pop, the administrator should update the Feature Flag Setting -> CTIDriverSetting custom metadata type and set the value to true<sup>1</sup>.

#### NEW QUESTION # 18

Bloomington Caregivers would like to bulk upload information to support Provider Search and Provider Relationship Card. What are the two best practice recommendations to upload this information?

Choose 2 answers

- **A. Use Data Loader.**
- B. Use Provider Relationship API.
- **C. Use Composite API Request.**
- D. Use Provider Card API.

**Answer: A,C**

#### NEW QUESTION # 19

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