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NEW QUESTION 27

Which Data Model Leverages external objects to support the use Case?

- A. Clinical Service Requests
- B. Member Plan
- C. Care Observations
- D. Claims

Answer: D

NEW QUESTION 28

An insurance organization wants to be able to track specialties and sub-specialties related to practitioner to use in provider search. Which would they store these relationships? (Choose three)

- A. Care Taxonomy
- B. Care specialty
- C. Healthcare provider specialty

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Salesforce Health-Cloud-Accredited-Professional Certification Exam is designed for professionals who want to demonstrate their expertise in using Salesforce Health Cloud, a CRM platform specifically designed for healthcare organizations. Salesforce Health Cloud Accredited Professional certification validates the skills and knowledge required to effectively implement, configure, and manage the Salesforce Health Cloud platform.

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Salesforce Health Cloud Accredited Professional Sample Questions (Q73-Q78):

NEW QUESTION # 73

A payer needs to manage requests for concurrent review of prior authorizations within Health Cloud and wants to use out-of-the-box record types and page layouts. However, the payer's Salesforce administrator does not see any preconfigured record types or page layouts for prior authorizations in the payer's Salesforce org.

What should a consultant recommend to the Salesforce administrator to expedite implementation?

- A. Install the Health Cloud Claims unmanaged package.
- B. Install an AppExchange prior authorization package.
- C. **Install the Health Cloud Care Request Extensions package.**
- D. Build custom page layouts and record types to support the requirement.

Answer: C

Explanation:

In Salesforce Health Cloud, to manage prior authorization requests using preconfigured record types and page layouts, the Health Cloud Care Request Extensions package must be installed. This package provides the necessary configurations for handling prior authorizations.

Steps to Install the Health Cloud Care Request Extensions Package:

Access the Package:

Obtain the installation link for the Health Cloud Care Request Extensions package from Salesforce's official resources or through the Salesforce AppExchange.

Install the Package:

Click on the installation link and log in to your Salesforce org.

Follow the installation prompts, selecting the appropriate security settings (e.g., granting access to all users).

Complete the installation process.

Verify Installation:

Navigate to Setup > Installed Packages to confirm that the Health Cloud Care Request Extensions package is listed.

Configure Record Types and Page Layouts:

After installation, the package provides preconfigured record types and page layouts for prior authorizations.

Assign these record types and layouts to the relevant user profiles to ensure accessibility.

Benefits of Installing the Health Cloud Care Request Extensions Package:

Preconfigured Components: The package includes out-of-the-box record types and page layouts tailored for managing prior authorizations, reducing the need for custom development.

Streamlined Processes: Facilitates efficient handling of prior authorization requests, improving operational workflows for payers.

Integration with Health Cloud: Ensures seamless integration with existing Health Cloud functionalities, maintaining data consistency and integrity.

By installing this package, the Salesforce administrator can expedite the implementation of prior authorization management within Health Cloud, leveraging Salesforce's pre-built solutions to meet the organization's needs effectively.

Reference:

Install Health Cloud Packages

Utilization Management in Health Cloud

NEW QUESTION # 74

How does an administrator display device information on a patient card?

- A. Create a custom field on the EHR_MedicalDevices with a formula that returns the information to display on patient card
- B. Create a custom field on the EHR_DeviceRequest with a formula that returns the information to display on patient card
- C. **Create an Asset record and create a Care Registered Device record that looks up to the Asset record and then looks up to the Account record for the Patient**

- D. Create a custom field on the FilterCondition_c with a formula that returns the information to display on patient card
- E. Create a custom field on the EHR_Patient object with a formula that returns the information to display on patient card

Answer: C

NEW QUESTION # 75

A customer is implementing Intelligent Appointment Management in Health Cloud to eliminate swivel chair to other scheduling systems. Which two connectivity options should a consultant leverage as the scheduling engine?

- **A. Electronic Health Record (EHR) System**
- B. Business Rules Engine
- **C. Salesforce Scheduler**
- D. Scheduler for Industries

Answer: A,C

Explanation:

The two connectivity options that a consultant should leverage as the scheduling engine for Intelligent Appointment Management in Health Cloud are Electronic Health Record (EHR) System and Salesforce Scheduler. An EHR System is an external system that stores and manages clinical data and appointments for patients or members. Salesforce Scheduler is a native Salesforce feature that allows users to schedule appointments with customers or prospects.

NEW QUESTION # 76

Bloomington Caregivers would like to share patient medication information with an external pharmacy as soon as it is updated in Bloomington Caregivers' Health Cloud system. It would also like to receive an immediate confirmation about any medication Interactions from the pharmacy.

Which two Integration patterns should a consultant recommend?

Choose 2 answers

- A. OmniStudio Integration Procedure
- **B. Apex HTTP Callout**
- **C. Platform Event**
- D. Industries ETL

Answer: B,C

Explanation:

The requirement is:

Push patient medication updates to an external pharmacy immediately → This is an event-driven use case.

Receive immediate confirmation about medication interactions from the pharmacy → This requires a synchronous call/response pattern.

The correct integration patterns are:

A . Platform Event

Best for real-time, event-driven notifications when medication information is updated in Health Cloud.

Ensures the pharmacy receives updates as soon as they occur.

D . Apex HTTP Callout

Supports synchronous communication with external systems.

Allows Health Cloud to send a request and receive an immediate confirmation/response about medication interactions from the pharmacy.

Why not the others?

B . Industries ETL - This is for batch, large-volume data movement, not real-time event-driven updates or immediate confirmations.

C . OmniStudio Integration Procedure - Great for orchestrating data retrieval/manipulation across systems, but it's not designed for event-driven updates with confirmation requirements.

Salesforce Health Cloud Reference:

* Salesforce Integration Patterns and Practices:

"Use Platform Events for event-driven, near real-time messaging between Salesforce and external systems."

"Use Apex callouts when Salesforce must send a request and wait for an immediate response."

NEW QUESTION # 77

When accessing a person account record within Health Cloud, the user must have access to the entire account. What should a consultant do in this scenario, according to Health Cloud implementation best practice?

- A. Set the organization-wide default to Public Read Write for the Account object.
- B. Set Modify All on the Account object at the Profile level.
- C. Set Private for the Contact object.
- **D. Set Contacts to Controlled by Parent.**

Answer: D

Explanation:

In Salesforce Health Cloud, Person Accounts represent a combination of Account and Contact records.

Ensuring that a user accessing a Person Account has appropriate access to both the Account and associated Contact is essential for seamless functionality.

Controlled by Parent Setting:

* When Contacts are set to Controlled by Parent, the access to Contact records is directly inherited from the parent Account. This simplifies access management, ensuring that if a user has access to the Account, they automatically gain equivalent access to its associated Contact records.

* This approach aligns with Health Cloud's best practices for managing Person Accounts, where consistent access to both the Account and Contact components of a Person Account is crucial.

Why Not the Other Options?

* A. Set Modify All on the Account object at the Profile level: This grants unrestricted access to all Account records, which may violate security and privacy principles, particularly in healthcare settings (e.g., HIPAA compliance).

* B. Set Private for the Contact object: Setting Contacts to Private could restrict access to essential information within Person Accounts, contradicting the need for full access to the entire record.

* D. Set the organization-wide default to Public Read Write for the Account object: This would expose all Account records to all users, creating significant data security risks.

Best Practice: Using Controlled by Parent ensures adherence to healthcare compliance standards while simplifying data visibility management within the Health Cloud ecosystem.

References:

Salesforce Security Guide








Health Cloud Person Account Best Practices

NEW QUESTION # 78

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