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Salesforce AP-211 Questions - Exam Success Tips And Tricks

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Salesforce Health Cloud Accredited Professional Sample Questions (Q66-Q71):

NEW QUESTION # 66

Bloomington Caregivers wants to ensure it maintains the privacy of its users' data by enabling data protection details for leads, contacts, and person accounts during the initial Health Cloud install and configuration.

Which entity should the administrator enable within Data Protection and Privacy for Health Cloud to work in this scenario?

- A. Objects
- B. Fields
- C. Tasks
- **D. Records**

Answer: D

NEW QUESTION # 67

How should a consultant at a large provider system model a patient in Health Cloud?

- A. Leverage Contact-Contact
- **B. Leverage Person Account**
- C. Configure Account
- D. Configure Contact

Answer: B

Explanation:

Step-by-Step Explanation:

Person Account as Patient Model:

Salesforce Health Cloud is designed to leverage the Person Account model to represent patients, especially for large provider systems.

Exact Extract:

"Health Cloud uses person accounts to represent patients as individuals with whom you do business. Person accounts combine the functionality of accounts and contacts into a single record." Reference:

Why Not Other Options?

Account: Used for organizations, not individuals (patients).

Contact: Contacts are linked to Accounts; on their own, they don't support the full Health Cloud data model.

Contact-Contact: Not a recommended or documented model for patients in Health Cloud.

Conclusion:

To model a patient in Health Cloud, the Person Account model is the officially recommended approach.

NEW QUESTION # 68

A payer needs to triage provider and care team inquiries around member plan benefits and member care. The agents also need to be informed about changes in records that require attention.

Which three permission set licenses should a consultant assign to the security model for these users?

- **A. Contact Center for Health Cloud permission set license**
- B. CRM Content User permission set license
- C. Service Cloud User permission set license
- **D. Health Cloud Platform permission set license**
- **E. OmniStudio User permission set license**

Answer: A,D,E

NEW QUESTION # 69

Bloomington Caregivers is implementing Virtual Care in Health Cloud.

Which three steps are required as part of the setup?

Choose 3 answers

- **A. Install the Virtual Care unmanaged package.**
- B. Configure Provider Search,
- **C. Assign Health Cloud Video Calls permission set.**
- **D. Set up and configure Salesforce Scheduler.**
- E. Connect to an external electronic health record (EHR) scheduling system.

Answer: A,C,D

NEW QUESTION # 70

Bloomington Caregivers has identified the need to encrypt data to comply with the Health Insurance Portability and Accountability Act (HIPAA).

What are three key considerations when complying with HIPAA regulations using Salesforce Shield in conjunction with Bloomington Caregivers' data strategy?

Choose 3 answers

- A. Ensuring that sensitive data is encrypted both In transit and at rest
- B. Implementing audit trails and regularly reviewing them to detect unauthorized access attempts
- C. Using third-party data backup solutions to store backups of sensitive data off-site
- D. Configuring data retention policies to ensure that records are retained for the appropriate length of time
- E. Providing access to third-party auditors to regularly review Shield implementation settings

Answer: A,B,D

Explanation:

When complying with HIPAA using Salesforce Shield, Bloomington Caregivers must:

Encrypt sensitive data in transit and at rest:

Shield Platform Encryption ensures encryption at rest; Salesforce uses TLS for encryption in transit.

Extract:

"Salesforce Shield encrypts sensitive data at rest. Salesforce also encrypts data in transit using TLS." (Source: Salesforce Security Guide, Shield Platform Encryption Guide) Implement and regularly review audit trails:

Shield Event Monitoring and Field Audit Trail help monitor data access and modifications.

Extract:

"Implement audit trails and monitor them to detect unauthorized or suspicious activities." ([Source: Salesforce Security Guide, Shield Platform Encryption Guide]) Configure data retention policies:

Retain records for legally required periods to comply with HIPAA.

Extract:

"Data retention policies must comply with legal and regulatory requirements, including HIPAA." ([Source: Salesforce Security Guide]) Why not B or C?

Providing access to third-party auditors is not a Salesforce Shield requirement; such reviews are typically handled internally.

Using third-party backup solutions is not a core Shield/HIPAA control within Salesforce, and data residency must be managed with care.

NEW QUESTION # 71

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