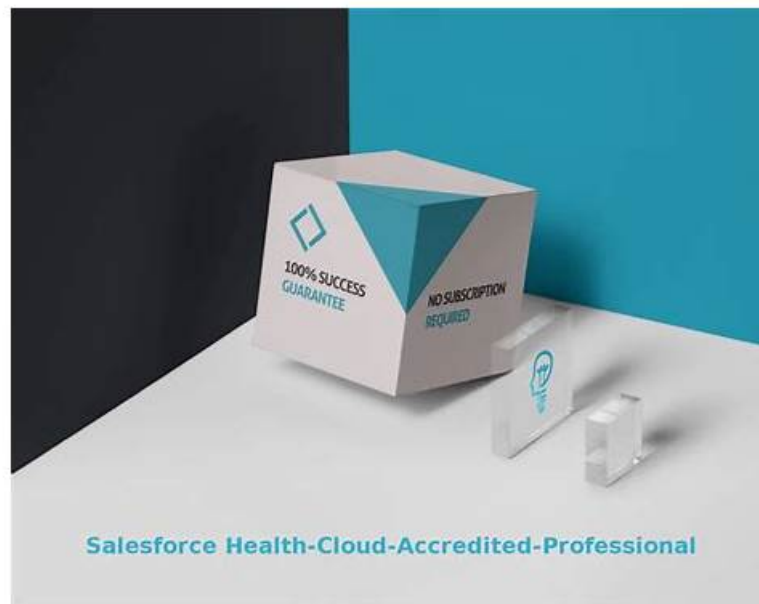


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Salesforce Health Cloud Accredited Professional Sample Questions (Q106-Q111):

NEW QUESTION # 106

A medical device organization needs to track account information and its geographical details to provide information to

representatives onsite. Which three objects support this scenario?
Choose 3 answer

- **A. Facility Address**
- **B. Location**
- C. Clinic Location
- **D. Healthcare Facility**
- E. Account

Answer: A,B,D

Explanation:

To track account information and its geographical details, the following objects in Salesforce Health Cloud support the scenario:

Location:

Represents the physical location of a healthcare facility, such as a hospital or clinic.

Tracks details like address, contact information, and geocoordinates for mapping purposes.

Facilitates integration with tools for location-based services or routing.

Healthcare Facility:

Represents the organizational entity (e.g., hospital, clinic, or medical practice).

Stores information about the type of facility, services offered, and affiliations with healthcare networks.

Facility Address:

Stores detailed address information specific to a healthcare facility.

Enables differentiation between multiple addresses for the same facility, such as billing and physical addresses.

Why Not the Other Options?

D . Clinic Location: This object is not part of Health Cloud's standard data model.

E . Account: While Account is central to tracking organization details, it does not specifically address geographical details.

Use Case Implementation: By combining Location, Healthcare Facility, and Facility Address objects, organizations can provide comprehensive geographical and organizational data to representatives, enabling efficient onsite operations.

Reference:

Health Cloud Data Model Documentation

Geolocation Features in Salesforce

NEW QUESTION # 107

Which three business process are supported by Salesforce HC utilization Management? (Choose 3)

- **A. Appeals**
- B. Physician Request
- **C. Admissions**
- D. Ticketing
- **E. Drug Request**

Answer: A,C,E

Explanation:

Reference and details below.

Support and Manage Care Requests

Give your users the tools to collaborate seamlessly on submitting, assigning, and processing care requests. Utilization management makes it easier for payer organizations to gather member and clinical data from providers, streamline care request reviews, and evaluate reviews for medical necessity. Health care providers can quickly submit care requests with fewer phone calls and faxes for approvals.

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Health Cloud provides standard objects to support these business processes:

- Prescription drug preauthorization requests
- Service preauthorization requests
- Admissions
- Concurrent (continued stay) reviews
- Appeals
- Complaints and grievances

NEW QUESTION # 108

Which Health Cloud feature helps ensure compliance with Health Insurance Portability and Accountability Act (HIPAA) regulations?

- A. Social media integration
- B. User authentication and access control
- C. Real-time monitoring and alerts
- D. Data visualization and analytics

Answer: B

Explanation:

The requirement is to identify the Health Cloud feature that helps ensure compliance with the Health Insurance Portability and Accountability Act (HIPAA), which governs the protection of Protected Health Information (PHI). HIPAA compliance requires robust security measures, including access controls and data protection. Let's evaluate the options.

* Option A: Data visualization and analytics

* Explanation: Data visualization and analytics in Health Cloud provide insights into patient data and care coordination but do not directly address HIPAA compliance requirements like securing PHI or controlling access. These features are more about operational efficiency than security.

: Salesforce Health Cloud Admin Guide, "Analytics and Dashboards," states, "Data visualization and analytics help providers gain insights but do not include security features for HIPAA compliance." Option B: Real-time monitoring and alerts Explanation: Real-time monitoring and alerts in Health Cloud track patient conditions or system events (e.g., missed appointments). While useful for care delivery, they do not directly enforce HIPAA's security requirements, such as access control or encryption of PHI.

Reference: Salesforce Health Cloud Admin Guide, "Monitoring and Alerts," notes, "Real-time monitoring supports care coordination but is not designed for HIPAA security compliance." Option C: User authentication and access control Explanation: User authentication and access control are critical Health Cloud features that ensure only authorized users can access PHI, a core requirement of HIPAA. Health Cloud leverages Salesforce's robust security model, including role-based access, profiles, permission sets, and multi-factor authentication (MFA), to protect sensitive data. The Salesforce Security Guide explicitly links these features to HIPAA compliance.

Step-by-Step Explanation:

User Authentication: Health Cloud requires users to authenticate via secure methods (e.g., username /password, MFA) to access the system.

Access Control: Administrators configure roles, profiles, and permission sets to restrict access to PHI based on the principle of least privilege.

Auditing: Health Cloud supports audit trails to track access and changes to PHI, ensuring traceability.

Compliance: These features align with HIPAA's requirements for administrative safeguards (e.g., access management) and technical safeguards (e.g., authentication).

Reference:

Salesforce Security Guide, "HIPAA Compliance," states, "Salesforce Health Cloud supports HIPAA compliance through user

authentication, access controls, and audit capabilities to protect PHI." Salesforce Health Cloud Admin Guide, "Security and Compliance," notes, "User authentication and access control ensure that only authorized personnel access sensitive patient data, aligning with HIPAA requirements." Option D: Social media integration Explanation: Social media integration is not a Health Cloud feature and is irrelevant to HIPAA compliance.

Sharing PHI on social media would violate HIPAA regulations, and Health Cloud does not support such functionality.

Reference: Salesforce Security Guide, "Best Practices for PHI," warns, "PHI must not be shared on unsecured platforms, including social media, to comply with HIPAA." Why Option C is Correct: HIPAA mandates strict controls on who can access PHI, and user authentication and access control in Health Cloud directly address this by ensuring secure, role-based access to sensitive data. These features are foundational to Salesforce's HIPAA compliance strategy, as outlined in the Security Guide.

Additional Considerations:

Shield Platform Encryption: While not listed as an option, Health Cloud can use Shield Platform Encryption to further protect PHI, complementing access controls.

Audit Trails: The Salesforce Security Guide highlights audit trails as part of HIPAA compliance, which work alongside authentication and access controls.

Reference Summary:

Salesforce Security Guide: HIPAA compliance and user authentication/access control.

Salesforce Health Cloud Admin Guide: Security and compliance features.

Salesforce Architect Resources: Security best practices for HIPAA.

NEW QUESTION # 109

A consultant needs to implement Health Cloud and is in the discovery stage of the project.

Which three approaches should the consultant consider to collect information to understand where Health Cloud fits within the application architecture?

- A. Identify personas involved and their existing pain points.
- B. Start writing Apex code to customize Health Cloud
- C. Create business process diagrams to understand information flow
- D. Identify key stakeholders and how they measure success
- E. Build an architecture diagram depicting Health Cloud integrations

Answer: A,D,E

Explanation:

A is correct because identifying personas involved and their existing pain points can help the consultant understand the current state of the business and the needs and expectations of the users.

B is incorrect because writing Apex code to customize Health Cloud is not a discovery activity, but a development activity that should be done after the requirements and design are finalized.

C is correct because building an architecture diagram depicting Health Cloud integrations can help the consultant understand how Health Cloud fits within the application architecture and what data sources and systems need to be connected.

D is incorrect because creating business process diagrams to understand information flow is not a discovery activity, but a design activity that should be done after the requirements are gathered and validated.

E is correct because identifying key stakeholders and how they measure success can help the consultant understand the vision and goals of the project and the expected outcomes and benefits of Health Cloud.

NEW QUESTION # 110

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 provider facility specialty
- C. Healthcare provider specialty
- D. Care specialty
- E. Healthcare provider Taxonomy

Answer: B,D,E

Explanation:

Explanation

Reference and details below.

Field In Care Provider Searchable Field	Corresponding Field In Source Object
FacilityName	Account.Name
ProviderName	Contact.Name
Specialty	CareSpecialty.SpecialtyType
SubSpecialty	CareTaxonomy.TaxonomyType
PlanType	HealthcarePayerNetwork.NetworkType
IsAcceptingNewPatients	HealthcareFacilityNetwork.PanelStatus
ProviderType	HealthcareProvider.ProviderType
GenderRestriction	HealthcareFacilityNetwork.GenderRestriction
NationalProviderIdentifier	HealthcareProvider.Npi.Npi

NEW QUESTION # 111

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