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Salesforce Health Cloud Accredited Professional Sample Questions (Q97-Q102):

NEW QUESTION # 97

Which three type of basic Patient or Member information is displayed.....

- A. Gender
- B. Primary Care Coordinator
- C. Date of Birth and Age
- D. Thumbnail of Chatter Photo
- E. List of Patient/Member Conditions

Answer: A,C,D

NEW QUESTION # 98

A pharma company wants the ability to:

Upload a patient's insurance card, including automatic Member Plan record creation Run a benefits verification check Schedule on behalf of the patient with a provider Cloud Accredited Professional Which set of Health Cloud capabilities should enable the company to build this business process?

- A. Utilization Management, Care Management, Intelligent Document Automation, Intelligent Appointment Management
- B. Intelligent Document Automation, Intelligent Appointment Management, Intelligent Document Reader, Benefits Verification
- C. virtual Care, Intelligent Appointment Management, Intelligent Document Automation, Intelligent Document Reader
- D. Intelligent Appointment Management, Benefits Verification, Intelligent Document Automation, eFax Integration

Answer: B

Explanation:

Step-by-Step

Business Process Capabilities:

Intelligent Document Automation: Upload and process patient insurance cards.

Intelligent Document Reader: OCR and extract information to automatically create Member Plan records.

Benefits Verification: Check and verify patient insurance benefits.

Intelligent Appointment Management: Schedule on behalf of the patient with providers.

Salesforce Documentation Reference:

"Use Intelligent Document Automation and Intelligent Document Reader to upload and extract insurance card details, with automated Member Plan creation. Use Benefits Verification and Intelligent Appointment Management to enable scheduling and eligibility checks."

- Health Cloud: Intelligent Document Automation
- Health Cloud: Benefits Verification
- Health Cloud: Intelligent Appointment Management

Why not the other options?

Only D includes all needed automation for insurance card processing, Member Plan record creation, benefits verification, and scheduling.

Reference:

Intelligent Document Automation

Intelligent Document Reader

Benefits Verification

Intelligent Appointment Management

NEW QUESTION # 99

When implementing Provider Search functionality, which two changes allow an external user to access search results?

Choose 2 answers

- A. Give the site user profile Read access to the Data Pipeline object.
- B. Create a sharing rule on the Care Provider Searchable Field object to share with external users.
- C. Give the site user profile Read access to the Care Provider Searchable Field object.
- D. Use Experience Builder to add the Provider Search component to a page on the site.

Answer: C,D

Explanation:

To enable external users to access Provider Search functionality, you need to make necessary changes to the Experience Cloud site and permissions:

* Add the Provider Search Component to the Site (Option A):

* Use Experience Builder to include the Provider Search Lightning Web Component on a public-facing page of the Experience Cloud site.

* Steps:

* Navigate to Experience Builder.

* Drag and drop the Provider Search component onto a designated page.

* Publish the site to make the component available to external users.

* Grant Read Access to the Care Provider Searchable Field Object (Option C):

* External users must have appropriate permissions to view the provider search results.

* Steps:

* Go to Setup > Profiles.

* Edit the site user profile associated with the Experience Cloud site.

* Grant Read access to the Care Provider Searchable Field object.

* Save and assign the profile to the relevant users.

* Sharing Rules (Not Necessary): Sharing rules are not required if the external user profile already has sufficient object-level access.

* Data Pipeline Object (Not Relevant): The Data Pipeline object is not directly involved in enabling Provider Search functionality for external users.

References:

Enable Provider Search in Health Cloud

Experience Cloud for Health Cloud

NEW QUESTION # 100

A provider wants to set up a Contact Center leveraging Health Cloud to enable its patients to set up appointments, get answers to their billing questions, and update their plan information.

Which group of people should a consultant work with to identify pain points and define project requirements?

- A. (Persona) Contact Center agent (Stakeholder) Tableau developer (Stakeholder) MuleSoft developer
- B. (Persona) Contact Center agent (Stakeholder) Salesforce administrator (Stakeholder) Integration architect
- C. (Persona) General physician (Stakeholder) Salesforce administrator (Stakeholder) Marketing Cloud administrator
- D. (Persona) Care coordinator (Stakeholder) Salesforce administrator (Stakeholder) Tableau developer

Answer: B

Explanation:

For implementing a Contact Center leveraging Health Cloud, identifying pain points and defining project requirements involves collaborating with:

Contact Center Agent (Persona):

Frontline staff who interact directly with patients.

Provide insights into the day-to-day challenges in appointment scheduling, billing inquiries, and plan updates.

Salesforce Administrator (Stakeholder):

Responsible for configuring Health Cloud and implementing workflows to address identified pain points.

Integration Architect (Stakeholder):

Ensures smooth integration between Health Cloud and external systems like billing platforms or insurance providers.

Why Other Options Are Incorrect:

A: Care coordinators are not directly involved in patient-initiated contact center interactions. Tableau developers focus on reporting, not operational processes.

C: MuleSoft developers are not primary stakeholders for contact center operations.

D: General physicians and Marketing Cloud administrators do not contribute directly to Contact Center workflows.

Reference:

Health Cloud Contact Center Overview

Integration Architecture Guide

NEW QUESTION # 101

Which three of the following Health Cloud objects are part of the standard Care Management data Model? (Choose three)

- A. CareSpecialty
- B. **CarePlan Template Task**
- C. **CarePlanGoal**
- D. CareProgramGoal
- E. **TimelineViewConfiguration**

Answer: B,C,E

NEW QUESTION # 102

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