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Passing the Salesforce Health Cloud Accredited Professional Health-Cloud-Accredited-Professional exam is your best career opportunity. The rich experience with relevant certificates is important for enterprises to open up a series of professional vacancies for your choices. Our Salesforce Health-Cloud-Accredited-Professional learning quiz bank and learning materials look up the latest Health-Cloud-Accredited-Professional questions and answers based on the topics you choose.

Salesforce Health-Cloud-Accredited-Professional Exam is a challenging and rewarding certification for healthcare professionals and Salesforce administrators who are interested in advancing their careers in the healthcare industry. It validates their expertise in Salesforce Health Cloud and enables them to contribute to the digital transformation of the healthcare industry.

Salesforce Health Cloud is a powerful platform that is designed to help healthcare providers manage their patient data and improve patient outcomes. The Health Cloud platform is built on the Salesforce platform and includes a range of features and tools that are specifically tailored to the needs of healthcare providers. The Salesforce Health Cloud Accredited Professional Certification Exam is designed to test the knowledge and skills of professionals who work with the Health Cloud platform.

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For professionals looking to advance their careers in the healthcare industry, the Salesforce Health Cloud Accredited Professional certification is an excellent opportunity to demonstrate their expertise and commitment to quality patient care. Salesforce Health Cloud Accredited Professional certification provides a competitive edge in a rapidly evolving industry, with demand for skilled professionals increasing every day. Moreover, this accreditation opens up new opportunities for career advancement, including roles such as Salesforce Health Cloud Consultant, Administrator, and Developer.

Salesforce Health Cloud Accredited Professional Sample Questions (Q13-Q18):

NEW QUESTION # 13

A Health Cloud administrator working on a Care Coordination project needs to change the role name 'Care Coordinator' to 'Care Consultant' to match the organizations nomenclature. Which three steps should the administrator take to ensure all Tasks identify the role 'Care Consultant'? (Choose three.)

- A. Update the corresponding roles in the Assigned To picklist for the Care Plan Template Task object.
- B. Update/Add the organization roles in the CarePlan_Role_Patient key:value pair in Health Cloud Setting.
- C. Update the organization roles in the CarePlan_Role_Care_Coordinator key:value pair in Health Cloud Setting.
- D. Update the Care Plan Record Type custom metadata type to reflect the care coordination processes specific to the Care Coordinators.
- E. Create an ETL script to update the previously assigned To picklist values of Tasks created in the past.

Answer: A,B,C

NEW QUESTION # 14

A customer wants to view a patient's health conditions and clinical encounters as a sequence of events happening over time on the patient's Person Account page.

What should a consultant do to achieve this using the Enhanced Timeline functionality?

- A. Create a new Timeline record within Setup.
- B. Create a new Timeline View Configuration record.
- C. Clone the HCTimeline FlexCard for customization.
- D. Add a record to the HealthCloudTimelineConfig custom setting.

Answer: B

Explanation:

To display a patient's health conditions and clinical encounters as a sequence of events on the patient's Person Account page using the Enhanced Timeline functionality in Salesforce Health Cloud, it's essential to configure the timeline appropriately. This involves creating a Timeline View Configuration record that defines which events and related objects are displayed.

Understanding Enhanced Timeline:

Purpose: The Enhanced Timeline provides a chronological view of a patient's healthcare events, enabling healthcare providers to visualize and track patient interactions over time.

Features:

Event Visualization: Displays events such as clinical encounters, health conditions, tasks, and more.

Customization: Allows administrators to define which objects and fields are represented on the timeline.

Interactivity: Users can click on events to view detailed information.

Implementation Steps:

Create a Timeline View Configuration Record (Answer C):

Purpose: Defines the base object (e.g., Person Account) and related objects (e.g., Clinical Encounters, Health Conditions) to be displayed on the timeline.

Steps:

Navigate to Timeline Configurations: In Salesforce Setup, enter "Timeline" in the Quick Find box and select Timeline View Configurations.

Create New Configuration: Click New to create a new Timeline View Configuration record.

Define Base Object: Set the base object to Person Account.

Add Related Objects: Specify related objects such as Clinical Encounters and Health Conditions that should appear on the timeline.

Configure Display Settings: Define fields for event titles, subtitles, dates, and any filters or conditions as needed.

Save Configuration: Save the Timeline View Configuration record.

Add Enhanced Timeline to the Person Account Page:

Purpose: Ensures that the timeline is visible on the patient's Person Account page.

Steps:

Open Lightning App Builder: Navigate to a Person Account record and click Edit Page.

Add Timeline Component:

NEW QUESTION # 15

Which data model is used to represent information via standard object and record types on standard objects to manage how care is covered?

- **A. Coverage data model**
- B. Plan data model
- C. Benefit data model
- D. Payer data model
- E. Health Insurance data model

Answer: A

Explanation:

Coverage data model (B) is the data model that is used to represent information via standard object and record types on standard objects to manage how care is covered. Health Insurance data model (A), Payer data model, Plan data model (D), and Benefit data model (E) are not valid data models in Health Cloud.

NEW QUESTION # 16

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

Answer: B

Explanation:

Step-by-Step Explanation:

* Understanding the Scenario:

* The provider aims to build a Contact Center using Health Cloud for patients to:

* Set up appointments

* Get billing answers

* Update plan information

* Salesforce's Best Practices for Requirements Gathering:

* Salesforce Health Cloud documentation emphasizes collaborating with end users and technical stakeholders to uncover pain points and define requirements.

* Extract from Health Cloud Admin Guide:

"Successful Health Cloud projects start with workshops that bring together key personas, such as contact center agents and care coordinators, with technical stakeholders including Salesforce admins and integration architects. These sessions surface pain points, business needs, and integration requirements."

-Reference: Administer Health Cloud - Implementation Best Practices

* Who Should Be Involved?

* Contact Center agent (Persona):

* Directly understands patient needs and pain points during calls and chats.

* Can highlight workflow, usability, and feature needs.

* Salesforce administrator (Stakeholder):

* Understands platform capabilities, permissions, and how features will be implemented or configured.

* Integration architect (Stakeholder):

* Critical for connecting Health Cloud to other systems (e.g., EHR, billing, insurance).

* Ensures technical feasibility for integrations (e.g., real-time eligibility checks, appointment scheduling with external systems).

* Why Other Answers Are Not Correct:

* B: General physician and Marketing Cloud admin are not core to Contact Center workflows or technical design for scheduling/billing.

* C: Salesforce administrator and Tableau developer focus on sales or analytics, not operational or integration workflows for Contact Centers.

* D: Tableau developer and MuleSoft developer are more technical roles but not typically involved in initial workflow and requirements gathering at the Contact Center user level.

* Official Document Extract:

* From Salesforce Implementation Guides:

"It is essential to involve actual end users (such as agents) and platform administrators in requirements workshops, and to include an integration architect for designing connected experiences."

-Reference: Administer Health Cloud - Implementation Best Practices

References:

Administer Health Cloud - Implementation Best Practices

NEW QUESTION # 17

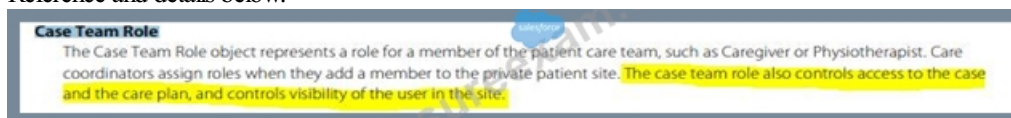
Where can a Salesforce administrator configuring different levels of access to patients' care plans, configure team members different levels of access to cases to ensure sensitive data is not shared with the wrong groups?

- A. Case Team Roles
- B. Permission Set Groups
- C. Contact Roles on case
- D. Profiles
- E. Permission Sets

Answer: A

Explanation:

Reference and details below.



NEW QUESTION # 18

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