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QUESTION 1

Bloomington Caregivers is looking to streamline the user experience for its call center agents. On the patient's record, the company wants the ability to:

Inform agents about changes in information
View basic details about a patient's insurance
Have a complete view of all engagement interactions in one place

Which three components from Contact Center for Health Cloud should a consultant use to achieve this? (Choose Three)

- A. Member Plan FlexCard
- B. Identity Verification
- C. Record Alerts
- D. Action Launcher
- E. Timeline

Correct Answer: CDE

Record Alerts can be used to inform agents about changes in information, such as a change in address or phone number. Record Alerts display a banner on the record page with a custom message and an optional link to another record or URL. Action Launcher can be used to view basic details about a patient's insurance, such as the plan name, coverage type, and eligibility status. Action Launcher displays a FlexCard component that shows key information from a related record or external data source. Timeline can be used to have a complete view of all engagement interactions in one place, such as calls, emails, tasks, and events. Timeline displays a chronological list of past and upcoming activities related to the record. References: : Record Alerts : Action Launcher : Timeline

QUESTION 2

Which of the following capabilities of provider search would a customer service agent use to help prospective and returning patients find the right provider? (Choose Three)

- A. Use custom fields defined in health care provider and health care practitioner facility entities as part of search experience.
- B. Use custom fields defined in any entity within the provider data model in Health Cloud as part of search experience.
- C. Use provider search in an authenticated community page
- D. Connect the list of fields displayed in the search panel and search results.
- E. Use provider search in an unauthenticated community page.

Correct Answer: ACD

Explanation: According to the Salesforce documentation, the following capabilities of provider search would a customer service agent use to help prospective and returning patients find the right provider: Use custom fields defined in healthcare provider and healthcare practitioner facility entities as part of search experience. The provider search allows customer service agents to use custom fields defined in healthcare provider and healthcare practitioner facility entities



as part of the search criteria or filters. This helps them narrow down their search results based on specific attributes or preferences. Use provider search in an authenticated community page. The provider search allows customer service agents to use provider search in an authenticated community page where they can log in with their credentials and access more features and information than an unauthenticated community page. Control the list of fields displayed in the search panel and search results. The provider search allows customer service agents to customize which fields are displayed in the search panel and search results for different types of providers or facilities. This helps them find the most relevant information quickly and easily.

QUESTION 3

Which three of the following features are included with a Health Cloud License? (Choose Three)

- A. EHR Mulesoft Templates
- B. Surveys
- C. Intelligent Document Automation
- D. Care Coordination(Patient Services)
- E. Intelligent Form Reader with Amazon Textract

Correct Answer: BCD

Explanation: According to the Health Cloud Data Model Developer Guide, Surveys, Intelligent Document Automation, and Care Coordination (Patient Services) are three features that are included with a Health Cloud License. Surveys allow you to create and send surveys to patients and providers to collect feedback and data. Intelligent Document Automation allows you to digitize your document management processes and extract data from documents using artificial intelligence. Care Coordination (Patient Services) allows you to manage patient care across multiple care plans and teams. EHR Mulesoft Templates and Intelligent Form Reader with Amazon Textract are not features that are included with a Health Cloud License.

QUESTION 4

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

Correct Answer: C

Explanation: The HealthCloud Care Request Extensions package provides out-of-the-box record types and page layouts for prior authorizations, as well as other features for managing care requests¹.



QUESTION 5

Which Feature would an administrator setup to help their sales team view all provider related to a specific facility?

- A. Provider Search
- B. Practitioner Relationship
- C. Provider Cards
- D. Provider Relationship

Correct Answer: B

Explanation: According to the Salesforce documentation³, Practitioner Relationship is an object in Health Cloud that is used to track the relationship between a provider and another provider or a facility. Practitioner Relationship includes information such as the relationship type, start date, end date, and status. Practitioner Relationship can be used to help sales teams view all providers related to a specific facility³.

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