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QUESTION 1

Dr. Jill Mikel at Tahoe Hospital would like to improve the management of patient visits. Which steps should thesalesforce Administrator complete to setup a patient visit Process? (Choose Two)

A. Create a Task and add task to an action plan template.

B. Create flow for the business process.

C. Create a task and add the task to visit creation.

D. Create an action plan template add flow and published the template.

Correct Answer: BD

Reference and details below.

Set Up Your Action Plan Templates

Your users can use the action plan templates you define to create different types of visits. An action plan template adds a set of assessment tasks to a visit that your sales rep completes before ending the visit.

Before you create an action plan template, make sure you have the business flows that your sales reps need for their assessment tasks. You can either build your own flows using the Flow Builder, or you can use the Patient Registration and Order Authorization flows provided with Intelligent Sales. If you create a flow, make sure that this flow accepts `VisitId` and `AssessmentTaskId` as input.

2. Add task flows in an action plan template and publish it.
   a. In the Items tab of your action plan template, click **Add Flow**.
      Warning: Only add task flows to your template. Intelligent Sales doesn't support assessment task definitions.

Consent can take place with the participant providing consent in person, using a tablet or mobile device. Patients and members who aren't physically present can log into their Experience Cloud site, then view and provide consent for documents related to the program.

QUESTION 2

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. Create an ETL script to update the previously assigned To picklist values of Tasks created in the past.

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. Update the corresponding roles in the Assigned To picklist for the Care Plan Template Task object.

Correct Answer: BCE

According to the Health Cloud Implementation Guide, the three steps that an administrator should take to ensure all tasks identify the role `Care Consultant\\' are: Update/Add the organization roles in the CarePlan_Role_Patient key:value pair in Health Cloud Setting. This step allows the administrator to define or modify the roles that are available for assigning tasks to patients. Update the organization roles in the CarePlan_Role_Care_Coordinator key:value pair in Health Cloud Setting. This step allows the administrator to define or modify the roles that are available for assigning tasks to care coordinators. Update the corresponding roles in theAssigned To picklist for the Care Plan Template Task object. This step allows the administrator to update the values in the picklist field that determines who is responsible for completing a task in a care plan template. Creating an ETL script to update the previously assigned To picklist values of Tasks created in the past is not a recommended step, as it can introduce errors and data loss. Updating the Care Plan Record Type custom metadata type to reflect the care coordination processes specific to the Care Coordinators is not a relevant step for changing the role name.

QUESTION 3

An administrator wants to add additional fields to their Provider Searchcapabilities. Which two objects can they map fields from? (Choose Two)

A. Healthcare Practitioner Facility

B. Care Provider Searchable Field

C. Person Account

D. Account

E. Healthcare Provider

Correct Answer: AE

Reference and details below.

Use Custom Fields to Run Provider Searches

In addition to the many standard fields in the Provider data model, you can also run searches for providers using custom fields based on your business needs. To use your custom fields with Provider Search, you can map them to custom fields in the Care Provider Searchable Field object.

- The custom fields must be in either the `HealthcareProvider` or `HealthcarePractitionerFacility` objects.
- The custom fields must be of the type text, single-select picklist, or multi-select picklist.

1. From Object Manager, use Quick Find to find **Care Provider Searchable Field**.
2. Create a text field to map to the custom field that you want to use in your searches.
   Make a note of the API name you set for this new field.
3. In Setup, use the Quick Find boxto find **Care Provider Search Config**.
4. Click **New Care Provider Search Config**.

QUESTION 4

When setting up Intelligent Sales, which three types of records should an administratorcreate for a Field Sales Agent before Visit records can be created? (Choose Three)

A. Contacts

B. Opportunities

C. Locations

D. Accounts

E. Assets

Correct Answer: ACE

Explanation: To create Visit records for a Field Sales Agent using Intelligent Sales, the administrator must create Contacts, Locations, and Assets records for the agent. Contacts are the people that the agent visits or interacts with during their sales cycle. Locations are the places where the agent conducts their visits or activities. Assets are the products or devices that the agent sells or services during their visits. Opportunities and Accounts are not required for creating Visit records using Intelligent Sales.

QUESTION 5

Bloomington Caregivers is implementing Health Cloud to reduce manual processes for its Contact Center agents. To help streamline caller authentication, the company plans to leverage out-of-the-box Health Cloud features.

Which Health Cloud feature should a consultant recommend the company use in this scenario?

A. Customer Identity OmniScript Templates

B. Reusable Verification FlexCards

C. Verify Customer Identity Process Flow

D. Identity Verification Flow Templates

Correct Answer: D

Explanation: To help streamline caller authentication for Contact Center agents, a consultant should recommend Bloomington Caregivers use the Identity Verification Flow Templates feature in Health Cloud. This feature allows agents to launch a flow from the utility bar or a record page to verify a caller\\'s identity before processing their requests involving sensitive information. The flowprompts the agent to search for the caller in Health Cloud, select a reason for the call, ask verification questions based on predefined rules, and capture engagement details8. Customer Identity OmniScript Templates, Reusable Verification FlexCards, or Verify Customer Identity Process Flow are not features that exist in Health Cloud.