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QUESTION 1

A call center agent at Bloomington Caregivers wants the ability to look up providers by appointment on behalf of their patients.

Which two capabilities should a consultant recommend to enable this requirement? (Choose Two)

- A. Experience Cloud for Health Cloud
- B. Provider Search
- C. Intelligent Appointment Management
- D. Integrated Care Management

Correct Answer: BC

Explanation: To enable call center agents at Bloomington Caregivers to look up providers by appointment on behalf of their patients, a consultant should recommend the following capabilities in Health Cloud: Provider Search: This is a feature that allows call center agents to search for providers based on various criteria, such as location, specialty, availability, network status, ratings, languages spoken, etc. Provider Search helps call center agents find the best match for their patients' needs. Intelligent Appointment Management: This is a feature that allows call center agents to schedule appointments with providers based on their availability and preferences. Intelligent Appointment Management helps call center agents optimize appointment booking by considering factors such as travel time, urgency level, patient history, provider capacity, etc. Experience Cloud for Health Cloud or Integrated Care Management are not capabilities that can fulfill this requirement.

QUESTION 2

In which three ways does Health cloud meet compliance and regulatory requirements? (Choose Three)

- A. Health Cloud helps HLS organization achieve HIPAA Compliance
- B. Health cloud is HIPAA certified
- C. Health cloud is HITRUST certified
- D. Health cloud is GDPR certified
- E. Health cloud is HL-7 Compliant

Correct Answer: ACD

Health Cloud helps HLS organizations achieve HIPAA compliance (A), Health Cloud is HITRUST certified (C) and Health Cloud is GDPR certified (D) are three ways that Health Cloud meets compliance and regulatory requirements. Health Cloud is not HIPAA certified (B), as HIPAA certification does not exist. Health Cloud is not HL-7 compliant (E), as HL-7 is a standard for exchanging health information, not a compliance requirement.

QUESTION 3

Bloomington Caregivers needs to easily view all of the complex associations between patients, personal relationships,



healthcare practitioners, other people, and organizations in healthcare. Which Health Cloud feature should a consultant leverage to meet this requirement?

- A. Care Team
- B. Actionable Relationship Center
- C. Enhanced Timeline
- D. Patient Card

Correct Answer: B

Actionable Relationship Center can help Bloomington Caregivers to easily view all of the complex associations between patients, personal relationships, healthcare practitioners, other people, and organizations in healthcare. Actionable Relationship Center displays a graphical representation of the relationships between the record and other records in Health Cloud, such as Account, Contact, Care Team Member, Referral, and Care Plan. Users can also perform actions on the related records, such as creating tasks, sending messages, or updating fields.

QUESTION 4

How should a consultant recommend modeling a physician's locations of service, when the physician practices at clinics?

- A. Healthcare Practitioner Facility
- B. Healthcare Provider Relationship
- C. Healthcare Taxonomy
- D. Account Contact Relationship

Correct Answer: A

Explanation: The Healthcare Practitioner Facility object is used to model a physician's locations of service, such as clinics or hospitals. It stores information about the facility name, address, phone number, and type.

QUESTION 5

Which three of the following statements are true about Care Plan Templates? (Choose Three)

- A. When creating a care plan with a template you can unselect tasks so they will not be included.
- B. The sort order of the Task group by Fields can be changed under custom setting task group.
- C. Care plan templates must include at least 1 problem, 1 goal and 1 task.
- D. When creating a care plan with a template you can change the offsets of the tasks.
- E. Care plan templates can only be used when creating a new care plan.

Correct Answer: ABC



Explanation: When creating a care plan with a template you can unselect tasks so they will not be included (A), the sort order of the Task group by Fields can be changed under custom setting task group (B), and care plan templates must include at least 1 problem, 1 goal and 1 task ?are true statements about Care Plan Templates. When creating a care plan with a template you can change the offsets of the tasks (D)is false, as you can only change the offsetsof the tasks when creating a care plan without a template. Care plan templates can only be used when creating a new care plan (E) is false, as you can also use care plan templates when editing an existing care plan.

QUESTION 6

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 7

Which Intelligent Appointment Management, What products or feature can be leveraged to supplement? (Choose Two)

- A. Salesforce Field Service
- B. Tableau CRM
- C. Salesforce Scheduler
- D. External Scheduling Systems



Correct Answer: CD

QUESTION 8

Bloomington Caregivers wants to use patient or member lists for its care coordinators in its current implementation. What is an important consideration when implementing this in Health Cloud?

- A. An administrator can create an override filter field on the person account.
- B. If a user cannot access a field used in a filter on a patient or member list, they will not be able to see the list
- C. An administrator can create lists or add records to existing lists from the Campaign object
- D. Filter logic for patient or member lists is controlled by formula fields on records.

Correct Answer: B

B is correct because if a user cannot access a field used in a filter on a patient or member list, they will not be able to see the list. This is because the filter criteria are applied to the user's query, and if the user does not have permission to view the field, the query will return no results. To avoid this issue, the administrator should ensure that the user has the appropriate field-level security settings for the fields used in the filter. References: : Manage Your Patient or Member Lists : Control Access to Patient or Member Lists

QUESTION 9

A clinic is looking to manage its associated physicians within Health Cloud.

Which two objects support Salesforce's recommended approach to model the doctors in the clinic's Health Cloud org?

- A. Person Account
- B. Contact
- C. Healthcare Provider
- D. Healthcare Practitioner

Correct Answer: BD

Explanation: The two objects that support Salesforce's recommended approach to model the doctors in the clinic's Health Cloud org are Contact and Healthcare Practitioner. Contact is used to store the personal information of the doctor, such as name, phone, and email. Healthcare Practitioner is used to store the professional information of the doctor, such as specialty, license, and credentials.

QUESTION 10

What is the difference between Care Program and Care Plans in Health Cloud?



- A. Care Programs track a patient's overall health journey, while Care Plans are more focused on specific care needs.
- B. Care Plans can be exposed in a community while Care Programs cannot.
- C. Care Plans are only used by Providers and Payers while Care Programs are only used by Life Sciences companies.
- D. Care Programs are just a different type of Care Plan which capture more details such as financial information.
- E. Care Programs are an extension on Care Plans.

Correct Answer: A

Explanation: According to the Salesforce documentation, care programs and care plans are different concepts in Health Cloud:

Care programs track a patient's overall health journey from enrollment to completion. They provide guidance and support for patients to proactively manage their health by increasing their adherence to treatment plans. Care plans are

practical, actionable steps to support the health of a patient. They break health problems down into doable, trackable actions. They serve as the source of truth for all the individuals involved in the care of a patient. Therefore, option A is

correct. Option B is incorrect, because both care programs and care plans can be exposed in a community. Option C is incorrect, because both care programs and care plans can be used by providers, payers, and life sciences companies.

Option D is incorrect, because care programs are not a different type of care plan, but a separate object in Health Cloud. Option E is incorrect, because care programs are not an extension of care plans, but a related object in Health Cloud.

QUESTION 11

Bloomington Caregivers want to offer its patients remote monitoring to bring data from patient devices into Health Cloud. Which set of records should an administrator populate to implement this functionality?

- A. Units of Measure, Remote Monitoring Device Types, Care Observations, Code Sets
- B. CodeSets, Units of Measure, Care Metric Targets, Care Observations
- C. Code Sets, Biometrics, Care Observations, Chart Metrics
- D. Units of Measure, Code Sets, Remote Monitoring Device Types, Care Episodes

Correct Answer: B

Explanation: To implement remote monitoring functionality in Health Cloud, an administrator should populate the following records:

Code Sets: These are records that define the codes and descriptions for various types of data, such as care metrics, care observations, or units of measure. Code sets help standardize the data and enable interoperability with external

systems1. Units of Measure: These are records that define the units of measurement for various types of data, such as weight, blood pressure, or temperature. Units of measure help convert the data into a common format and enable

comparison and analysis2.



Care Metric Targets: These are records that define the target values or ranges for various types of care metrics, such as blood glucose level, heart rate, or oxygen saturation. Care metric targets help monitor the patient's health status and identify any deviations or risks³.

Care Observations: These are records that store the data collected from patient devices, such as blood pressure monitors, glucose meters, or pulse oximeters. Care observations help track the patient's health progress and provide insights for

care management⁴. Remote Monitoring Device Types, Biometrics, Chart Metrics, or Care Episodes are not records that are required for remote monitoring functionality.

QUESTION 12

Bloomington Caregivers needs to monitor care plan adherence for the patients at various facilities within its network. What is available to extend the reporting capability of Health Cloud?

- A. Care Management Extension
- B. CRM Analytics for Health Cloud
- C. Insights for Health Cloud
- D. Reporting unmanaged package

Correct Answer: B

Explanation: To extend the reporting capability of Health Cloud, a consultant should recommend CRM Analytics for Health Cloud. This is a feature that provides pre-built dashboards and reports that help users analyze various aspects of health care delivery, such as care plan adherence, patient outcomes, referral management, network performance, and more¹². CRM Analytics for Health Cloud also allows users to customize and create their own dashboards and reports based on their specific needs¹³. Care Management Extension, Insights for Health Cloud, or Reporting unmanaged package are not features that can extend the reporting capability of Health Cloud.

QUESTION 13

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

Correct Answer: B

Explanation: To identify pain points and define project requirements for setting up a Contact Center leveraging Health Cloud, a consultant should work with the following group of people:



(Persona) Contact Center agent: This is the end user who interacts with patients through phone calls, emails, chats, or other channels. The Contact Center agent needs to have access to patient information, appointment scheduling,

billing inquiries, plan updates, and other tasks in Health Cloud. The consultant should work with the Contact Center agent to understand their needs, challenges, and expectations from the system.

(Stakeholder) Salesforce administrator: This is the person who configures and maintains the Health Cloud system for the Contact Center. The Salesforce administrator needs to set up user profiles, permissions, page layouts, workflows,

reports, dashboards, and other features in Health Cloud. The consultant should work with the Salesforce administrator to understand the technical requirements, limitations, and best practices for setting up the system. (Stakeholder)

Integration architect: This is the person who designs and implements the integration between Health Cloud and other external systems, such as EHRs, billing systems, or third-party applications. The integration architect needs to ensure that

data is exchanged securely and accurately between Health Cloud and other systems. The consultant should work with the integration architect to understand the integration requirements, challenges, and solutions for the system. General

physician, Marketing Cloud administrator, Care coordinator, Tableau developer or MuleSoft developer are not relevant people for this use case.

QUESTION 14

Which two fields are required when creating a new care plan task? (Choose Two)

- A. owner
- B. problem
- C. Status
- D. Goal
- E. Due Date

Correct Answer: AC

Explanation: Owner (A) and Status ?are two fields that are required when creating a new care plan task. Problem (B), Goal (D), and Due Date (E) are optional fields when creating a new care plan task.

QUESTION 15

In which three ways does Health Cloud meet compliance and regulatory requirements? (Choose Three)

- A. Health Cloud helps HIS organization achieve HIPAA compliance
- B. Health Cloud is HIPPA certified
- C. Health Cloud is HL7 compliant
- D. Health Cloud is HITRUST certified



E. Health Cloud is GDPR certified

Correct Answer: ACD

Explanation: Health Cloud meets compliance and regulatory requirements in the following ways2:

Health Cloud helps healthcare organizations achieve HIPAA compliance. HIPAA is a US law that protects the privacy and security of patient health information. Health Cloud offers various features and tools to help customers comply with

HIPAA, such as encryption, audit trails, data masking, and consent management. Customers who want to use Health Cloud for HIPAA purposes can sign a Business Associate Addendum (BAA) with Salesforce. Health Cloud is HL7

compliant. HL7 is a set of standards for exchanging health information electronically. Health Cloud supports HL7 FHIR (Fast Healthcare Interoperability Resources), which is a modern specification for representing and sharing health data.

Health Cloud allows customers to integrate with external systems that use FHIR APIs and access FHIR resources within Salesforce. Health Cloud is HITRUST certified. HITRUST is a framework that provides a comprehensive and flexible

approach to security and privacy in the healthcare industry. HITRUST certification demonstrates that an organization meets the highest standards of data protection and compliance. Health Cloud has achieved HITRUST CSF certification for

its core services and features. Health Cloud is not HIPAA certified or GDPR certified. HIPAA certification does not exist as a formal process or accreditation. HIPAA compliance is a shared responsibility between Salesforce and its customers,

and each party must implement appropriate safeguards and policies to protect patient data3. GDPR is a European law that regulates the processing of personal data of individuals in the EU. GDPR compliance depends on various factors,

such as the type and purpose of data processing, the location of data subjects and processors, and the rights and obligations of data controllers4. Salesforce provides various tools and resources to help customers comply with GDPR, but it

does not certify Health Cloud as GDPR compliant.

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