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NEW QUESTION: 1

How Can you restrict access to an entire patient / member list or to specific columns of that list?
(Choose two)

- A. Permission Sets
- B. Sharing setting
- C. List View Permissions
- D. Field Level Security

Answer: B,D (LEAVE A REPLY)

Explanation

Reference and details below.

Control Access to Patient or Member Lists

Use **sharing settings** to control access to patient or member lists.

By default, any patient or member list created in your org is available to all users with access to the Health Cloud console.

Field-level and object-level security can also restrict access to an entire patient or member list or to columns in the list.

NEW QUESTION: 2

What is the recommended approach to create patients' records used in HC?

- A. Create as Person Accounts or Leads for referrals
- B. Use Patient Data Import Wizard for importing up to 50,000 records.
- C. Create patient records using Patient Loader Wizard.
- D. Patient object to convert leads into contacts.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 3

Which three options are standard objects available for Insurance Management? (choose 3)

- A. Insurance Benefit
- B. PurchaserPlan
- C. MemberPlan
- D. Coverage Benefit
- E. Insurance Coverage

Answer: A,C,E ([LEAVE A REPLY](#))

According to the Health Cloud Data Model Developer Guide, Insurance Benefit, MemberPlan, and Insurance Coverage are three standard objects available for Insurance Management. Insurance Benefit represents a specific benefit or service covered by an insurance plan. MemberPlan represents an insurance plan that a member is enrolled in. Insurance Coverage represents an insurance policy that covers one or more members. PurchaserPlan and Coverage Benefit are not standard objects available for Insurance Management.

NEW QUESTION: 4

Which 3 of the components are customizable in HC?

- A. Custom Label
- B. Timeline
- C. EHR Data
- D. Life Events
- E. Patient Card

Answer: A,B,E ([LEAVE A REPLY](#))

NEW QUESTION: 5

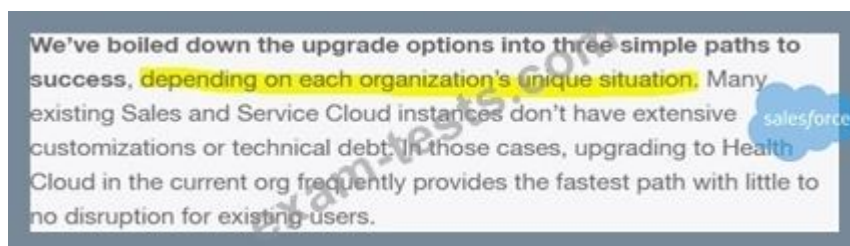
What is the best practice when transitioning an org from Service Cloud to HC?

- A. Approach depends on how each customer uses their org. Any other options may be used.
- B. Put HC use cases in a new org, leave only Service Cloud use cases in an existing org.
- C. Migrate the entire org in place.
- D. Build out HC capabilities in a new org, then migrate all users and data.

Answer: ([SHOW ANSWER](#)**)**

Explanation

Reference and details below.



NEW QUESTION: 6

In which two ways can an administrator ensure that Patient Risk scores are recalculated periodically? (Choose Two.)

- A. Setup a scheduled Apex batch job.
- B. Use the CMS recalculation API
- C. Use a third party API to recalculate CMS risk score
- D. Setup a Apex batch job and run the job manually
- E. Create a Healthcare Provider enrollment flow.

Answer: ([SHOW ANSWER](#))

Reference and details below.



The screenshot shows a Salesforce help article titled "Calculate Referral Scores". It explains that referral scores are based on Total Referrals and Converted Referrals fields. It provides instructions on how to use the `HcReferrerScoreScheduledJob` class, including implementing the `Schedulable` interface and using the `System.schedule` method. An example is provided for running the `HcCMSRiskScoringScheduledJob` class. The code snippet is as follows:

```
// scheduled job sample
int batchSize = 200;
SchedulableContext sc = null;
HcReferrerScoreScheduledJob scheduledJob = new HcReferrerScoreScheduledJob(batchSize);
scheduledJob.execute(sc);
```

NEW QUESTION: 7

Bloomington Caregivers has configured the Provider Network Management add-on license. Some of the users are reporting that they are unable to access some of the new functionality.

Which two permission sets should an administrator ensure are assigned so the users can access Provider Network Management?

- A. Health Cloud Standard permission set
- B. Provider Network Management permission set
- C. Health Cloud Utilization Management permission set
- D. Health Cloud Foundation permission set

Answer: A,B ([LEAVE A REPLY](#))

The two permission sets that an administrator should ensure are assigned so the users can access Provider Network Management are Health Cloud Standard permission set and Provider Network Management permission set. Health Cloud Standard permission set grants users access to Health Cloud features, such as Care Team, Care Plan, Timeline, etc. Provider Network Management permission set grants users access to Provider Network Management features, such as Provider Search, Provider Relationship Card, etc.

NEW QUESTION: 8

A customer that already has Service Cloud is onboarding a new business unit, which needs to use Health Cloud.

Which three organization-wide default settings should an administrator change to ensure the original business unit that leverages Service Cloud does not have visibility into protected health information (PHI)?

Choose 3 answers

- A. Set Health Details to Controlled by Parent or Private.
- B. Set Account and Contract to Private.
- C. Set Person Accounts to Private.
- D. Set Contact to Controlled by Parent.
- E. Set related clinical objects to Controlled by Parent or Private.

Answer: A,C,E ([LEAVE A REPLY](#))

When onboarding a new business unit to Health Cloud while protecting sensitive data for the existing Service Cloud users, adjusting Organization-Wide Defaults (OWD) is critical.

Recommended Settings:

Health Details to Controlled by Parent or Private:

Ensures that only users with appropriate access to parent records (e.g., Person Accounts or Cases) can view sensitive health-related information.

Person Accounts to Private:

Restricts visibility of patient data at the account level, limiting access to users within the appropriate Health Cloud business unit.

Related Clinical Objects to Controlled by Parent or Private:

Applies restricted access to clinical objects like care plans, conditions, and encounters to ensure that PHI is not accessible to Service Cloud users.

Why Other Options Are Less Suitable:

B . Account and Contract to Private: Relevant for managing non-healthcare data but not directly tied to PHI protection.

D . Contact to Controlled by Parent: While this helps manage access to contact data, it does not address broader clinical objects or PHI.

Reference:

Salesforce Health Cloud Security Best Practices

NEW QUESTION: 9

Which Permission Set Licenses are required to utilize and access Health Cloud feature and functionalities? (Choose two)

- A. Health Cloud Standard
- B. Health Cloud Permission Set License
- C. Health Cloud for Community
- D. Health Cloud
- E. Health Cloud Platform

Answer: D,E ([LEAVE A REPLY](#))

NEW QUESTION: 10

Which of the following capabilities of the provider search would a customer service Agent use to help payers to find the right provider? (Choose Three.)

- A. Use Provider search in an authenticated community page
- B. Use provider search in an unauthenticated community page
- C. Use custom fields defined in any entities within the Provider data model in Health cloud as part of the search component.
- D. Use custom fields defined in healthcare provider and healthcare Practitioner Facility entities as part of the search provider.
- E. Control the list of the fields displayed in the search panel and search results

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

In which two ways can an administrator ensure that Patient Risk scores are recalculated periodically? (Choose Two.)

- A. Setup a scheduled Apex batch job.
- B. Use the CMS recalculation API
- C. Use a third party API to recalculate CMS risk score
- D. Setup a Apex batch job and run the job manually
- E. Create a Healthcare Provider enrollment flow.

Answer: A,D ([LEAVE A REPLY](#))

Reference and details below.

Calculate Referral Scores

Calculate referral scores for your Salesforce Health Cloud.

Referral scores are based on the Total Referrals and Converted Referrals fields on the referring practitioner's contact record. The calculated score appears in the Referrer Score field.

Use the scheduled job class name: `HcReferrerScoreScheduledJob`. To invoke Apex classes to run at specific times, first implement the `Schedulable` interface for the class. Then, schedule an instance of the class to run at a specific time using the `System.schedule` method.

 **Example:** To run the `HcCMSRiskScoringScheduledJob` class once, select **Debug | Open Execute Anonymous Window**. Enter the following text in the Enter Apex Code window in Developer Console.

```
// scheduled job sample
int batchSize = 200;
SchedulableContext sc = null;
HcReferrerScoreScheduledJob scheduledJob = new HcReferrerScoreScheduledJob(batchSize);
scheduledJob.execute(sc);
```

NEW QUESTION: 12

A healthcare organization is launching a new gene therapy program, and an administrator needs to leverage Advanced Therapy Management. In which two ways does Advanced Therapy Management assist the healthcare organization with its complex scheduling requirements?

Choose 2 answers

- A. Reschedule part of the appointment chain.
- B. Book multi-step appointments.
- C. Optimize appointment chain with Einstein.
- D. Schedule a telehealth appointment.

Answer: A,B (LEAVE A REPLY)

Advanced Therapy Management (ATM) in Salesforce Health Cloud is specifically designed to support complex workflows and scheduling requirements, particularly for therapies involving multiple interdependent appointments. For a gene therapy program, ATM provides these features:

Key Scheduling Capabilities of ATM:

Reschedule Part of the Appointment Chain (Option A):

In complex workflows where multiple steps are involved (e.g., collection, processing, infusion), ATM allows administrators to reschedule individual appointments within the chain without disrupting the entire workflow.

This flexibility is crucial for accommodating unexpected delays or changes in the therapy process.

Book Multi-Step Appointments (Option B):

ATM supports the scheduling of interdependent, multi-step appointments that are a common feature of advanced therapies such as gene therapy.

For example, steps like apheresis, manufacturing, and infusion can be scheduled in sequence, ensuring coordination across various stakeholders.

Other Options:

Optimize Appointment Chain with Einstein (Option C):

While optimization using Einstein is a broader Salesforce capability, it is not directly tied to Advanced Therapy Management's out-of-the-box scheduling features.

Schedule a Telehealth Appointment (Option D):

Telehealth appointments are not the focus of ATM, which is designed for in-person and complex therapy workflows.

Reference:

Advanced Therapy Management Overview

Scheduling in Advanced Therapy Management

NEW QUESTION: 13

An administrator for Bloomington Caregivers has added an Enhanced Timeline to an existing Patient Lightning page showing patient interactions, including records from a custom object developed to track caregiver preferences.

What else should the administrator complete post deployment of the enhanced timeline?

- A. Add the custom object to the Timeline after deployment, then add it to the Timeline component.
- B. Add the Timeline component to the Patient Lightning page and select the Timeline.

C. Assign the users permissions to be able to view the timeline before adding to the Timeline component.

D. Add the Timeline component to the Patient Lightning page activate the Timeline.

Answer: ([SHOW ANSWER](#))

When deploying the Enhanced Timeline in Salesforce Health Cloud, administrators must ensure that all necessary objects, including custom objects, are properly configured and added to the Timeline. For tracking caregiver preferences, the steps include:

Key Actions Post-Deployment:

Add the Custom Object to the Timeline (Option A):

After the Enhanced Timeline is deployed, administrators must add the custom object (e.g., Caregiver Preferences) to the Timeline configuration.

This involves mapping the fields and interactions from the custom object to the Timeline's data source, ensuring they appear in the Enhanced Timeline.

Steps to Add Custom Objects to the Timeline:

Navigate to Setup > Timeline Configuration.

Select the desired Timeline view or create a new one.

Add the custom object as a Timeline Entry Type and configure the relevant fields.

Save the configuration and ensure it is applied to the Enhanced Timeline component.

Other Options Reviewed:

Option B: The Timeline component must already be added to the Lightning page before additional configuration steps.

Option C: Permissions to view the Timeline are set up earlier during deployment, not as a post-deployment step.

Option D: The Timeline component activation occurs during page configuration and deployment.

Reference:

Enhanced Timeline Configuration Guide

Customizing Timelines in Salesforce Health Cloud

NEW QUESTION: 14

Bloomington Caregivers has more than 1 million patients and each patient has an average of 10 claims a year, which are maintained in an external claims system. Management would like their agents to view all the claims of patients in Salesforce on demand when they open the patient's record.

What should a consultant recommend as the appropriate integration pattern to achieve this?

A. Add a nightly job to fetch all the claims from the external system and store them In Salesforce.

B. Use an Enterprise Service Bus (ESB) to load all the claims data from the external system into Salesforce.

C. Make a callout on demand to the external system and store the claims data against the patient record.

D. Configure the claims system as an external data source and leverage external objects with the claims data.

Answer: (SHOW ANSWER)

Using External Objects is the most efficient integration pattern for managing large volumes of data, such as claims. In this scenario, the claims data resides in an external system, and fetching 10 million records annually into Salesforce is neither scalable nor cost-effective. External Objects allow Salesforce users to access the data on demand without storing it in Salesforce.

Key Features of External Objects:

Real-Time Access: Fetches claims data directly from the external system when a patient's record is accessed.

Storage Efficiency: Avoids consuming Salesforce storage limits by not importing the data.

Flexible Integration: External data sources such as OData can be configured to integrate with Salesforce.

Why Other Options Are Incorrect:

A . Nightly Job: Importing all claims into Salesforce daily would require excessive storage and processing resources.

B . ESB Load: Loading claims into Salesforce via an ESB introduces similar storage concerns as Option A.

C . Callout on Demand: While possible, storing claims data in Salesforce after a callout defeats the purpose of on-demand integration.

Reference:

External Objects in Salesforce

Integrating External Data with Salesforce Connect

NEW QUESTION: 15

Which three are the main consideration when transforming the individual

- A. Transforming the individual data model to person accounts in production org...
- B. Patient to Case Object relationship
- C. Account to Case object relationship
- D. OWD sharing
- E. Integration between Salesforce and 3rd party system

Answer: (SHOW ANSWER)

The main considerations when transforming the individual data model to person accounts are:

Transforming the individual data model to person accounts in production orgs is irreversible.

Organization-wide default sharing settings for accounts and contacts.

Integration between Salesforce and third-party systems.

NEW QUESTION: 16

Which permission set is needed to grant users readaccess to health insurance records and also create, read and update access to Utilization Management records?

- A. HC Utilization Management Permission Set
- B. HC Foundation permission set
- C. HC Permission set license

D. The Health Cloud Member ServicesPermission Set

Answer: A (LEAVE A REPLY)

Explanation

Reference and details below.



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NEW QUESTION: 17

Bloomington Caregivers would like to send patient clinical data to an external payer, How should a consultant advise Bloomington Caregivers to make this information available to the payer using the most cost-effective method in out-of-the-box Health Cloud?

- A. Build a custom remote call-in API into Salesforce.
- B. Leverage the FHIR R4 Patient API
- C. Use MuleSoft Accelerator with H 7 APL
- D. use a third-party tool from AppExchange.

Answer: B (LEAVE A REPLY)

The FHIR R4 Patient API is a Health Cloud feature that allows users to create, update, and query patient data in Salesforce using the Fast Healthcare Interoperability Resources (FHIR) standard¹. FHIR is a widely adopted standard for exchanging healthcare information electronically². By using the FHIR R4 Patient API, Bloomington Caregivers can make their patient clinical data available to the external payer in a cost-effective and interoperable way, without requiring any custom development or third-party tools. The FHIR R4 Patient API supports the US Core Patient profile, which defines the minimum set of data elements for exchanging patient information³.

Reference:

1: FHIR Patient Input | Salesforce Health Cloud Developer Guide | Salesforce Developers

NEW QUESTION: 18

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

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

Answer: B ([LEAVE A REPLY](#))

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: 19

A pharma company runs personalized medicine programs and needs the ability to coordinate various steps involved in the process, like apheresis and infusion.

Which Health Cloud capability should help the company with this program?

- A. Advanced Therapy Management
- B. Intelligent Document Automation
- C. Integrated Care Management
- D. Intelligent Sales

Answer: A ([LEAVE A REPLY](#))

Advanced Therapy Management can help the pharma company with its personalized medicine programs, as it enables them to coordinate the various steps involved in the process, such as apheresis and infusion. Advanced Therapy Management provides a set of features and tools that allow users to create and manage complex care plans, track the progress of each patient, and monitor the inventory and logistics of the therapy products.

NEW QUESTION: 20

A Health Cloud administrator would like to setup a new default sub-tab when opening record, where in the setup menu would the administrator go to accomplish this?

- A. Custom Permissions
- B. Custom Settings
- C. Custom Labels
- D. Custom Metadata Types
- E. Custom Object

Answer: B ([LEAVE A REPLY](#))

According to the Health Cloud Implementation Guide, a Health Cloud administrator can change the default sub-tab when opening a record by going to setup, navigating to Custom Settings, and editing the Default Subtab setting. This setting allows you to specify which sub-tab should be

displayed by default when opening a record in Health Cloud - Console. The other options are not relevant for changing the default sub-tab.

NEW QUESTION: 21

Which three steps should the Data Architect take to ensure a successful migration from the individual Model to person Accounts? (Choose three).

- A.** Configure your person account record type in the individual Record type Migration
- B.** Enable 'Individual to Person Account Migration' in custom setting
- C.** Ensure Person Accounts is enabled on the org.
- D.** Log a case with Salesforce to perform the conversion from the individual Model to Person Accounts.
- E.** Use a CSV field a map PersonRecordTypeId to the Person Account Recordtype.....

Answer: A,C,E ([LEAVE A REPLY](#))

To migrate from the individual model to person accounts, you need to do the following steps:
Enable person accounts on your org.

Configure your person account record type in the Individual Record Type Migration custom setting.

Use a CSV file and map PersonRecordTypeId to the person account record type.

NEW QUESTION: 22

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

Answer: B ([LEAVE A REPLY](#))

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.

NEW QUESTION: 23

What is the difference between Care Program and Care Plans in Health Cloud? (Choose 1 - Recall concept / Remember.)

- 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 & 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.

Answer: ([SHOW ANSWER](#))

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.

NEW QUESTION: 24

Which action is Possible in the program enrollment flow when adding in 'Enroll in Program' quick action to a record? (Choose three)

A. Creating a new care program

B. Selecting the provider associate with a product

C. Starting a new blank care plan

D. Signing enrollment consent form

E. Seeing a list of all product and selecting applicable products

Answer: B,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 25

Bloomington Caregivers is looking to migrate from Service Cloud to Health Cloud to take advantage of the prebuilt healthcare features and functionality.

Which three prerequisites should Bloomington Caregivers' administrators complete to successfully install the Health Cloud managed package in its org?

A. Make data protection details available in records

B. Enable person accounts from Setup.

C. Enable Chatter settings from Setup.

D. Enable contacts to relate to multiple accounts.

E. Log a support case to have person accounts enabled

Answer: B,C,D ([LEAVE A REPLY](#))

B is correct because enabling person accounts from Setup is a prerequisite to install the Health Cloud managed package. Person accounts are a special type of account that combines the

attributes of an account and a contact. Health Cloud uses person accounts to represent patients and members, and to enable various features and functionality, such as household data model, clinical data model, care management, and provider network management.

C is correct because enabling Chatter settings from Setup is a prerequisite to install the Health Cloud managed package. Chatter is a collaboration tool that allows users to communicate and share information with each other. Health Cloud uses Chatter to enable features such as care team collaboration, patient engagement, and social determinants of health.

D is correct because enabling contacts to relate to multiple accounts is a prerequisite to install the Health Cloud managed package. This feature allows users to create relationships between a contact and multiple accounts, and specify the role and status of each relationship. Health Cloud uses this feature to enable features such as actionable relationship center, patient provider relationship, and referral management.

A is incorrect because making data protection details available in records is not a prerequisite to install the Health Cloud managed package, but an optional step that can be done after the installation. Data protection details for records allow users to view and edit the data protection level and data classification for each record on leads, contacts, and person accounts.

E is incorrect because logging a support case to have person accounts enabled is not a prerequisite to install the Health Cloud managed package, but an alternative way to enable person accounts if they are not available in Setup. However, this method requires contacting Salesforce Customer Support and waiting for their response, which may take longer than enabling person accounts from Setup.

NEW QUESTION: 26

A client wants to store data for patient's smartwatch to display within the Remote Monitoring charts. What

This information in

- A. Identifiers
- B. Care Observations
- C. Clinical Encounters
- D. DiagnosticSummary

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 27

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.

Answer: B (LEAVE A REPLY)

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.

NEW QUESTION: 28

Which three business process are supported by Salesforce HC utilization Management? (Choose 3)

- A. Ticketing
- B. Physician Request
- C. Drug Request
- D. Admissions
- E. Appeals

Answer: (SHOW ANSWER)

Reference and details below.

Support and Manage Care Requests

salesforce

Give your users the tools to collaborate seamlessly on submitting, assigning, and processing care requests. Utilization management makes it easier for payer organizations to gather member and clinical data from providers, streamline care request reviews, and evaluate reviews for medical necessity. Health care providers can quickly submit care requests with fewer phone calls and faxes for preauthorizations.

Health Cloud provides standard objects to support these business processes:

- Prescription drug preauthorization requests
- Service preauthorization requests
- Admissions
- Concurrent (continued stay) reviews
- Appeals
- Complaints and grievances

NEW QUESTION: 29

A customer wants to view medication data from Health Cloud leveraging FHIR standards. Which Health Cloud data model should a consultant use?

- A. Virtual care data model
- B. Clinical data model
- C. Electronic health record (EHR) data model
- D. Integrated Care Management data model

Answer: (SHOW ANSWER)

To enable viewing medication data from Salesforce Health Cloud while leveraging FHIR standards, the Clinical Data Model is the correct data model to use.

Why the Clinical Data Model?

Purpose and Design:

The Clinical Data Model in Health Cloud is specifically built to represent patient health data, including medications, allergies, conditions, and other clinical information.

It adheres to FHIR (Fast Healthcare Interoperability Resources) standards, which are widely used to facilitate the exchange of electronic health information between systems.

Medication Data Representation:

The Clinical Data Model contains FHIR-compliant objects, such as MedicationRequest and MedicationStatement, to store and retrieve information about prescribed medications, their dosages, and administration details.

FHIR Integration:

Health Cloud's Clinical Data Model supports RESTful FHIR APIs, allowing external systems to access medication data seamlessly.

FHIR compatibility ensures that medication data can be shared with third-party EHR systems and healthcare applications.

Implementation Steps:

Configuration of Medication Records:

Populate the FHIR-compliant objects with medication data, ensuring adherence to the FHIR R4 resource structure.

Use of FHIR APIs:

Enable the Clinical Summary Healthcare API or specific Medication APIs (e.g., GET /MedicationRequest) to fetch and display medication details.

Integration Testing:

Validate the FHIR-based data exchange with other systems to ensure seamless interoperability.

Reference:

Salesforce Health Cloud Developer Guide: Clinical Data Model

FHIR Resources for Health Cloud

NEW QUESTION: 30

Which three steps are needed to setup Care Requests? (Choose three).

- A.** Choose any existing case record type for each CareRequest type.
- B.** Install UM unmanaged package for Health Cloud. Then assign Health cloud Utilization management permission set to users along with Health cloud permission set licenses.
- C.** All Care requests are pre-setup on all Health Cloud orgs by default.
- D.** Choose case Care Request record type for each Care Request configuration.
- E.** Create a new case record type for each Care Request type

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 32

How Can you restrict access to an entire patient / member list or to specific columns of that list? (Choose two)

- A. Permission Sets
- B. Sharing setting
- C. List View Permissions
- D. Field Level Security

Answer: B,D ([LEAVE A REPLY](#))

Reference and details below.

Control Access to Patient or Member Lists

Use **sharing settings** to control access to patient or member lists.

By default, any patient or member list created in your org is available to all users with access to the Health Cloud console.

Field-level and object-level security can also restrict access to an entire patient or member list or to columns in the list.



NEW QUESTION: 33

A MedTech customer is looking to track surgical case visits for reps to sell their product leveraging Intelligent Sales.

Which object should a consultant configure to track this visit type?

- A. Action Plan

- B. Visit
- C. Work Type
- D. Location

Answer: B (LEAVE A REPLY)

A visit is an object that represents a field rep's trip to a retail store or a customer location to perform certain tasks, such as selling products, conducting surveys, or taking orders¹. A visit can be created from a work type, which is a template that defines the key parameters and skill requirements for the visit². A visit can also be associated with a location, which is an object that stores the address and geolocation of a place where a visit can occur³.

A consultant should configure the visit object to track the surgical case visits for reps to sell their product leveraging Intelligent Sales. This way, the reps can use the Intelligent Sales app to create and manage their visits, view their assigned tasks, scan products, and capture signatures⁴. The consultant can also use work types to standardize the duration, preparation, and wrap-up time for each visit type, and use locations to specify the service territories where the visits can take place.

Reference:

1: Visit - Salesforce 2: WorkType | Field Service Developer Guide | Salesforce Developers

NEW QUESTION: 34

Which two of the following statements are true about Care Teams? (Choose Two.)

- A. Care Team Members are optional on a Care Plan.
- B. A Care Plan must have a Coordinator as a member of the Care Team before a Care Plan Template can be applied.
- C. If the Problem and Goal objects use Private Sharing, Care Team Membership provides access to these objects.
- D. Communities must be enabled before External Care Team members can be added.

Answer: A,B (LEAVE A REPLY)

According to the Health Cloud Implementation Guide, two statements that are true about Care Teams are:

Care Team Members are optional on a Care Plan. This statement is true because a care plan can be created without any care team members assigned to it. However, adding care team members can help with collaboration and coordination of care.

A Care Plan must have a Coordinator as a member of the Care Team before a Care Plan Template can be applied. This statement is true because a coordinator is required to manage the tasks and goals of a care plan template. A coordinator can be either an internal or external user who has access to Health Cloud. If the Problem and Goal objects use Private Sharing, Care Team Membership provides access to these objects is not a true statement, as care team membership does not grant access to objects that use private sharing. Communities must be enabled before External Care Team members can be added is not a true statement, as external care team members can be added without enabling communities.

NEW QUESTION: 35

Which statement is true about using PurchaserPlan and MemberPlan together when onboarding new insurance members?

- A. Multiple purchaser plans can be associated to multiple Member Plans.
- B. Purchaser Plan and Member Plan has a master detail relationship
- C. there is no relationship between MemberPlan and Purchaser Plan.
- D. PurchasePlan is to be used as a template for creating MemberPlan.

Answer: (SHOW ANSWER)

According to the Salesforce documentation, PurchasePlan is an object in Health Cloud that stores information about a plan purchased by an employer or an individual from a payer. PurchasePlan is to be used as a template for creating MemberPlan records for each member enrolled in the plan. MemberPlan is an object in Health Cloud that stores information about a member's enrollment in a plan, such as effective date, termination date, coverage type, and benefits.

NEW QUESTION: 36

A provider wants to get a comprehensive view of a patient's prescriptions, including history, to improve health outcomes. Which Health Cloud capability should a consultant leverage to assist the provider?

- A. Virtual Care
- B. Integrated Care Management
- C. Medication Management
- D. Intelligent Appointment Management

Answer: (SHOW ANSWER)

For a provider to gain a comprehensive view of a patient's prescriptions and history, Salesforce Health Cloud's Medication Management capability is the best solution.

Key Features of Medication Management:

Comprehensive Prescription Tracking:

Provides a unified view of a patient's current medications, prescription history, and dosages. Facilitates collaboration across care teams to monitor adherence and prevent adverse drug interactions.

Improving Health Outcomes:

Enables providers to assess medication efficacy and make informed adjustments to treatment plans.

Identifies gaps in prescription adherence to improve patient outcomes.

FHIR-Standard Data Compatibility:

Supports FHIR resources like MedicationRequest and MedicationStatement for integrating with EHR systems.

Why Other Options Are Less Relevant:

- A . Virtual Care: Focuses on telehealth and remote patient monitoring, not prescription tracking.
- B . Integrated Care Management: While useful for care coordination, it does not specifically address prescription tracking.

D . Intelligent Appointment Management: This feature aids in scheduling and patient flow but is unrelated to medication history.

Reference:

Health Cloud Medication Management

Clinical Data in Salesforce Health Cloud

NEW QUESTION: 37

Which two of the following statements are true about Care Teams? (Choose Two.)

- A. Care Team Members are optional on a Care Plan.
- B. Communities must be enabled before External Care Team members can be added.
- C. A Care Plan must have a Coordinator as a member of the Care Team before a Care Plan Template can be applied.
- D. If the Problem and Goal objects use Private Sharing, Care Team Membership provides access to these objects.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 38

A company based in the United States requires a way to track medications that patients take in a standardized format and detect potential drug-to-drug interactions.

Which two Health Cloud solutions should a consultant recommend?

- A. Medication Audit
- B. Medication Review
- C. Medication Reconciliation
- D. Medication Administration

Answer: B,C ([LEAVE A REPLY](#))

Medication Review and Medication Reconciliation are two Health Cloud solutions that can help a company based in the United States to track medications that patients take in a standardized format and detect potential drug-to-drug interactions.

Medication Review is a Health Cloud feature that allows users to capture standardized information related to medication, such as drug name, dosage, frequency, route, and indication¹. Users can also add notes and recommendations for each medication, and view the medication history of a patient¹. Medication Review supports the RxNorm standard, which is a normalized naming system for generic and branded drugs in the US².

Medication Reconciliation is a Health Cloud feature that allows users to efficiently manage and reconcile a patient's medications list using the Patient Medication Manager lightning component³. Users can easily review the patient's medication information, identify errors and adverse drug interactions, and add recommendations and notes, all from one place³. Medication Reconciliation also supports the RxNorm standard, and uses the National Library of Medicine API to check for drug-to-drug interactions⁴.

Reference:

1: Medication Management and Medication Review - Salesforce

NEW QUESTION: 39

Which Data Model Leverages external objects to support the use Case?

- A. Member Plan
- B. Care Observations
- C. Clinical ServiceRequests
- D. Claims

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 40

A provider system wants to leverage Health Cloud to enable its care providers to conduct video visits socioeconomic factors that impact their care.

Which capability should a consultant recommend for this use case?

- A. Integrated Care Management
- B. Intelligent Appointment Management
- C. Telehealth
- D. Virtual Care

Answer: C ([LEAVE A REPLY](#))

To enable care providers to conduct video visits with patients and capture socioeconomic factors that impact their care, a consultant should recommend the Telehealth capability in Health Cloud. Telehealth allows care providers to connect with patients through video calls, chat messages, and surveys within Health Cloud. Telehealth also enables care providers to collect and analyze social determinants of health (SDOH) data from patients using assessments and surveys³. Telehealth helps improve patient engagement, satisfaction, and outcomes by providing convenient and personalized care. Integrated Care Management, Intelligent Appointment Management, or Virtual Care are not capabilities that can fulfill this use case.

NEW QUESTION: 41

A Payer Service Cloud org uses Accounts and contacts to model Health Insurance Members. While all teams within the organization Work with all members, only some teams require HC capabilities.What is the recommended best practice for modeling members in HC for this organization?

- A. Only groups needing HC capabilities need to use Person Accounts.
- B. Use the individual model with HC
- C. Model as Person Accounts, whether they are using HC capabilities or not.
- D. Account Record Types for existing members can remain as-is. Future members should be created as Person Accounts.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 42

Bloomington Caregivers has been using the legacy Health Cloud electronic health record (EHR) data model and wants to move to the FHIR R4 clinical data model.

Which two steps should a consultant take to complete this?

Choose 2 answers

- A.** Use the Health Cloud Clinical Transition tool.
- B.** Use Data Loader to load the respective data.
- C.** Map objects and Fields to the target objects.
- D.** Leverage the Health Cloud FHIR API.

Answer: A,C (LEAVE A REPLY)

Bloomington Caregivers is transitioning from the legacy Health Cloud Electronic Health Record (EHR) data model to the FHIR R4-aligned Clinical Data Model. This migration enhances interoperability and aligns with current healthcare data standards. The following steps are essential for a successful transition:

Utilize the Health Cloud Clinical Transition Tool (Answer A):

Purpose: Salesforce provides the Health Cloud Clinical Transition tool to facilitate the migration from the legacy EHR data model to the FHIR R4-aligned Clinical Data Model.

Functionality: This tool automates the migration process by mapping legacy EHR objects to their corresponding FHIR R4-aligned Clinical Data Model objects, ensuring data integrity and consistency.

Implementation Steps:

Preparation: Review existing data to identify the scope of migration and ensure data quality.

Execution: Run the Clinical Transition tool to perform the automated mapping and data migration.

Validation: Verify the migrated data to ensure accuracy and completeness.

Reference:

Map Objects and Fields to the Target Objects (Answer C):

Purpose: Accurate mapping of legacy EHR objects and fields to the new Clinical Data Model is crucial for maintaining data integrity and ensuring seamless integration with other healthcare systems.

Implementation Steps:

Analysis: Identify all legacy EHR objects and fields that require migration.

Mapping: Determine the corresponding objects and fields in the FHIR R4-aligned Clinical Data Model.

Configuration: Set up the mappings within Salesforce, ensuring that data flows correctly into the new model.

Additional Considerations:

Data Loader Usage (Answer B):

While Data Loader is a powerful tool for bulk data operations, it is not specifically designed for complex data model transitions like this. Using the Clinical Transition tool is recommended for its specialized capabilities in handling such migrations.

Leveraging the Health Cloud FHIR API (Answer D):

The Health Cloud FHIR API is intended for integrating external systems with Salesforce using FHIR standards. It is not designed for internal data model migrations. Therefore, it is not applicable in this context.

Conclusion:

By utilizing the Health Cloud Clinical Transition tool and meticulously mapping objects and fields to the target FHIR R4-aligned Clinical Data Model, Bloomington Caregivers can achieve a seamless and efficient migration, enhancing data interoperability and aligning with modern healthcare standards.

NEW QUESTION: 43

Which two steps can an administrator take to configure the Care Program enrollment flow? (Choose two.)

- A. Customize the care coordinator flow for patient
- B. Use the provided enrollment flow out of the box.
- C. Use the patient approval flow
- D. Customize the out of the box enrollment flow template to match requirements.
- E. Customize the provider site flow.

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 44

A client wants to store data for patient's smartwatch to display within the Remote Monitoring charts. What object would you store this information in?

- A. Identifiers
- B. DiagnosticSummary
- C. Care Observations
- D. Clinical Encounters

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 45

Which add-on license enhances Health Cloud to allow you to highlight times when a patient is most likely to attend an appointment ?

- A. Einstein Analytics Predictions
- B. Einstein Activity Capture
- C. Einstein Bots
- D. Einstein Vision

Answer: ([SHOW ANSWER](#))

Einstein Analytics Predictions is an add-on license that enhances Health Cloud to allow you to highlight times when a patient is most likely to attend an appointment. It uses machine learning to analyze historical data and generate predictions based on various factors². Einstein Vision, Einstein Bots, and Einstein Activity Capture are not related to this use case.

NEW QUESTION: 46

Bloomington Caregivers is launching a patient portal with contact tracing functionality as part of its Health Cloud implementation. Users require the ability to leverage advanced sharing and customizable dashboards. Which license should a consultant recommend for the external patient users?

- A. External Apps for Health Cloud
- B. Experience Cloud for Health Cloud
- C. Customer Community for Health Cloud
- D. Customer Community Plus for Health Cloud

Answer: ([SHOW ANSWER](#))

To launch a patient portal with contact tracing functionality as part of its Health Cloud implementation, a consultant should recommend Experience Cloud for Health Cloud license for the external patient users. This license allows patients to access an Experience Cloud site that is integrated with Health Cloud and provides features such as self-service appointment scheduling, provider search, contact tracing surveys, chat support, and more⁷. Experience Cloud for Health Cloud license also supports advanced sharing and customizable dashboards for patient users⁸. External Apps for Health Cloud, Customer Community for Health Cloud, or Customer Community Plus for Health Cloud are not licenses that can fulfill this requirement.

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NEW QUESTION: 47

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

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

Answer: A,B,E ([LEAVE A REPLY](#))

NEW QUESTION: 48

Which Health Cloud feature helps ensure compliance with Health Insurance Portability and Accountability Act (HIPAA) regulations?

- A. Data visualization and analytics
- B. Social media integration
- C. User authentication and access control
- D. Real-time monitoring and alerts

Answer: (SHOW ANSWER)

Salesforce Health Cloud includes several features to ensure compliance with regulations like the Health Insurance Portability and Accountability Act (HIPAA). Among these, user authentication and access control is a key feature that safeguards protected health information (PHI) by controlling and restricting access based on user roles, permissions, and organizational policies.

Why User Authentication and Access Control is Key for HIPAA Compliance:

Role-Based Access Control (RBAC):

Salesforce allows administrators to define and manage access through role hierarchies and sharing rules. Only authorized users can view, edit, or process sensitive health data.

Shield Platform Encryption:

Salesforce Shield provides encryption capabilities for PHI. It ensures data remains secure at rest and during transit, an essential requirement of HIPAA.

Audit Trails and Field Tracking:

Salesforce Health Cloud tracks changes to sensitive data fields, offering detailed logs for auditing purposes.

Two-Factor Authentication (2FA):

2FA ensures only authenticated users access the system, adding an extra layer of security to sensitive health information.

Compliance Policies:

Salesforce's built-in compliance tools, like health data masking and logging, align with HIPAA requirements.

Why Other Options Are Incorrect:

A . Data visualization and analytics:

While important for decision-making, this feature does not directly address HIPAA compliance as it focuses on operational insights rather than security.

B . Social media integration:

Social media features are unrelated to HIPAA compliance and could pose risks if improperly managed.

D . Real-time monitoring and alerts:

While useful for operational efficiency, this feature is not specifically tied to compliance with HIPAA's privacy and security rules.

Reference:

Salesforce Security Guide

Shield Platform Encryption Guide

Administer Health Cloud

NEW QUESTION: 49

Bloomington Caregivers has more than 1 million patients and each patient has an average of 10 claims a year, which are maintained in an external claims system. Management would like their agents to view all the claims of patients in Salesforce on demand when they open the patient's record.

What should a consultant recommend as the appropriate integration pattern to achieve this?

- A.** Add a nightly job to fetch all the claims from the external system and store them in Salesforce.
- B.** Configure the claims system as an external data source and leverage external objects with the claims data.
- C.** Make a callout on demand to the external system and store the claims data against the patient record.
- D.** Use an Enterprise Service Bus (ESB) to load all the claims data from the external system into Salesforce.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 50

During set up a salesforce admin is unable to install the health cloud claims unmanaged package. What is the reason?

- A.** The administrator is not registered in AppExchange
- B.** The health cloud permission set license is missing
- C.** The health cloud managed package is missing
- D.** The administrator doesn't have health cloud license

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 51

A pharma company wants to leverage Provider Search to help patients find nearby infusion clinics. Which Health Cloud tool should a consultant leverage to drive performance and scalability?

- A.** Flow for Industries
- B.** Pipeline Analytics
- C.** Business Rules Engine
- D.** Data Processing Engine

Answer: D ([LEAVE A REPLY](#))

To enhance the performance and scalability of the Provider Search feature in Salesforce Health Cloud, particularly for a pharmaceutical company aiming to assist patients in locating nearby infusion clinics, leveraging the Data Processing Engine (DPE) is essential.

Data Processing Engine (DPE):

The Data Processing Engine is a robust tool within Salesforce Health Cloud designed to efficiently handle and transform large datasets. In the context of Provider Search, DPE plays a pivotal role by:

Data Transformation: DPE processes and transforms provider data into a structured format, making it readily searchable. This transformation ensures that complex datasets are optimized for quick retrieval during user searches.

Performance Enhancement: By pre-processing and indexing provider information, DPE significantly reduces the time required to execute search queries. This leads to faster response times, enhancing user experience.

Scalability: DPE is designed to handle large volumes of data, ensuring that as the number of providers or clinics increases, the system maintains optimal performance without degradation.

Implementation Steps:

Enable Data Pipelines: Assign the Data Pipelines Base User permission set to the Health Cloud user responsible for enabling Provider Search. Then, activate Data Pipelines in the system settings.

Salesforce

Configure Provider Search: After enabling Data Pipelines, set up the Provider Search feature by defining the necessary parameters and ensuring that the provider data is correctly mapped and transformed using DPE.

Salesforce

Data Synchronization: Ensure that provider data is regularly synchronized and updated to reflect any changes, maintaining the accuracy and reliability of the search results.

Salesforce

By integrating the Data Processing Engine into the Provider Search setup, the pharmaceutical company can offer patients a swift and reliable tool to locate nearby infusion clinics, thereby improving patient satisfaction and operational efficiency.

Reference:

Enable Performance and Scalability for Provider Search

Set Up Provider Search in Health Cloud

NEW QUESTION: 52

Bloomington Caregivers has identified the need to encrypt data to comply with the Health Insurance Portability and Accountability Act (HIPAA).

What are three key considerations when complying with HIPAA regulations using Salesforce Shield in conjunction with Bloomington Caregivers' data strategy?

- A.** Ensuring that sensitive data is encrypted both in transit and at rest
- B.** Configuring data retention policies to ensure that records are retained for the appropriate length of time
- C.** Using third-party data backup solutions to store backups of sensitive data off-site
- D.** Implementing audit trails and regularly reviewing them to detect unauthorized access attempts
- E.** Providing access to third-party auditors to regularly review Shield implementation settings

Answer: ([SHOW ANSWER](#))

The three key considerations when complying with HIPAA regulations using Salesforce Shield in conjunction with Bloomington Caregivers' data strategy are ensuring that sensitive data is

encrypted both in transit and at rest, configuring data retention policies to ensure that records are retained for the appropriate length of time, and implementing audit trails and regularly reviewing them to detect unauthorized access attempts. Salesforce Shield provides these features as part of its platform encryption, event monitoring, and field audit trail capabilities.

NEW QUESTION: 53

How does an administrator display device information on a patient card?

- A. Create a custom field on the EHR_Patient object with a formula that return the information.
- B. Create a custom field on the EHR_DeviceRequest object with a formula that return the information.
- C. Create an Asset record and create a care registered device record that look up to the patient.
- D. Create a custom field on the FilterCondition__c object with a formula that return the information.
- E. Create a custom field on the EHR_MedicalDevice object with a formula that return the information.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 54

Which credentials are available to track against providers with standard Health Cloud? (Choose two.)

- A. Specialties
- B. Facility Relationship
- C. Business License
- D. Board Certification

Answer: ([SHOW ANSWER](#))

Explanation

Reference and details below.

Streamline the Credentialing Process. Seamlessly collect credential data in the self-service application. Capture provider applications with integrated credential verification and validation rules for mandatory information. Use the extended data model to capture all aspects of provider education, work history, regulatory action, malpractice insurance, specialty, board certification, and award data to allow for comprehensive verification.

For detailed instructions, see the Vlocity Provider Network Management documentation.

NEW QUESTION: 55

An administrator at Bloomington Caregivers has received a change request to alter the appearance of the timeline so that it displays vertically instead of horizontally.

Which step should the administrator take when implementing this change request?

- A. Enable Timeline in Salesforce Setup, then configure and activate new timeline and add to the relevant Lightning record.
- B. Enable Timeline in Salesforce Setup, then set the toggle for vertical orientation to true to set all timeline orientations as vertical.

C. Find the Timeline View Configuration for each relevant timeline in the Health Cloud - Lightning Admin app and change the orientation to vertical.

D. Find the Timeline Orientation setting in Custom Metadata, which controls the orientation of all timelines, and change the value to vertical.

Answer: ([SHOW ANSWER](#))

To modify the timeline orientation in Health Cloud, administrators can adjust the Timeline View Configuration to display the timeline vertically.

Steps:

Access Timeline View Configuration:

Open the Health Cloud - Lightning Admin app in Salesforce.

Locate Timeline View Configuration records.

Edit the Configuration:

Select the relevant configuration for the timeline you wish to update.

Change the orientation setting to Vertical.

Save and activate the updated configuration.

Verify the Changes:

Check the timeline in the respective Lightning record pages to ensure the vertical layout is applied.

Why Other Options Are Incorrect:

A . Enable Timeline in Salesforce Setup: Timelines are already enabled in Health Cloud, and appearance changes are handled at the configuration level.

B . Toggle in Setup: There is no global toggle for orientation in Salesforce Setup.

D . Custom Metadata: Timeline orientation is not controlled by custom metadata; it's managed through view configurations.

Supporting Documentation:

Timeline Configuration Overview (help.salesforce.com)

NEW QUESTION: 56

In which two ways can an administrator ensure that Patient Risk scores are recalculated periodically? (Choose Two.)

A. Setup a scheduled Apex batch job.

B. Use the CMS recalculation API

C. Use a third party API to recalculate CMS risk score

D. Setup a Apex batch job and run the job manually

E. Create a Healthcare Provider enrollment flow.

Answer: A,D ([LEAVE A REPLY](#))

Explanation

Reference and details below.

Calculate Referral Scores

Calculate referral scores with a batch Apex job.

Referral scores are based on the Total Referrals and Converted Referrals fields on the referring practitioner's contact record. The calculated score appears in the Referrer Score field.

Use the scheduled job class name: `HcReferrerScoreScheduledJob`. To invoke Apex classes to run at specific times, first implement the `Schedulable` interface for the class. Then, schedule an instance of the class to run at a specific time using the `System.schedule` method.

Example: To run the `HcCMSRiskScoringScheduledJob` class once, select **Debug | Open Execute Anonymous Window**. Enter the following text in the Enter Apex Code window in Developer Console.

```
// scheduled job sample
int batchSize = 200;
SchedulableContext sc = null;
HcReferrerScoreScheduledJob scheduledJob = new HcReferrerScoreScheduledJob(batchSize);
scheduledJob.execute(sc);
```

NEW QUESTION: 57

The Salesforce administrator for Lake Tahoe Hospital would like to implement Utilization Management. What are the design considerations that the administrator has to be aware of when creating the application? (Choose two.)

- A. Care request functionality is included in the Health Cloud managed package.
- B. Path can not be used to visually represent the status of a care request.
- C. Each Care request has to have an associated case.
- D. Care requests have empower components that can be exposed within Communities.
- E. New Care requests can be created using the 'create care request' component.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

A provider uses an external appointment management system. The default solution provided by Health Cloud is not viable for the provider. How should a consultant implement a robust system for the provider?

- A. Use an electronic health record (EHR) routing system to book the appointment in Health Cloud.
- B. Create a custom FHIR Adapter to make calls to Health Cloud.
- C. Use a package created by ISV (Independent Software Vendor) for Health Cloud.
- D. Create an Apex class and leverage Intelligent Appointment Management.

Answer: C ([LEAVE A REPLY](#))

To implement a robust appointment management system for a provider that uses an external system, a consultant should use a package created by ISV (Independent Software Vendor) for Health Cloud. This would allow the provider to leverage existing solutions that are integrated with Health Cloud and offer features such as scheduling, reminders, cancellations, rescheduling, and confirmations. Using an EHR routing system, creating a custom FHIR Adapter, or creating an Apex class are not viable options for this requirement.

NEW QUESTION: 59

During set up a salesforce admin is unable to install the health cloud claims unmanaged package. What is the reason?

- A. The health cloud managed package is missing
- B. The health cloud permission set license is missing
- C. The administrator is not registered in AppExchange
- D. The administrator doesn't have health cloud license

Answer: [\(SHOW ANSWER\)](#)

According to the Salesforce documentation¹, to install the health cloud claims unmanaged package, you need to have the health cloud managed package installed first. The health cloud managed package contains the core objects, fields, tabs, apps, components, and more that are required for health cloud functionality. The health cloud claims unmanaged package is an extension that contains additional objects, fields, tabs, apps, components, and more that are specific to claims management¹.

NEW QUESTION: 60

Which solution includes pre-built APIs, connectors ,implementation templates, and a prescriptive end-to-end reference architecture to enable EHR connectivity and power a patient 360 from any HER into HC using HL7 V2 or FHIR standards?

- A. Mulesoft Accelerator for HealthCare
- B. Shield
- C. Specialty vendors
- D. Tableau CRM for HealthCare

Answer: [A \(LEAVE A REPLY\)](#)

Mulesoft Accelerator for Healthcare (A) is the solution that includes pre-built APIs, connectors, implementation templates, and a prescriptive end-to-end reference architecture to enable EHR connectivity and power a patient 360 from any EHR into Health Cloud using HL7 V2 or FHIR standards. Shield (B) is a solution that provides encryption and auditing capabilities for data security. Specialty vendors are not a solution, but a type of external partners that can provide integration services. Tableau CRM for Healthcare (D) is a solution that provides analytics and insights for healthcare data.

NEW QUESTION: 61

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

Answer: [B \(LEAVE A REPLY\)](#)

CRM Analytics for Health Cloud (formerly Tableau CRM) is a powerful analytics platform integrated into Salesforce that extends the reporting capabilities of Health Cloud. It allows organizations to gain actionable insights into care plan adherence across facilities and provides advanced visualization and tracking features.

Key Features of CRM Analytics for Health Cloud:

Prebuilt Dashboards: Includes dashboards tailored for healthcare scenarios, such as care program adherence and patient outcomes.

Customizable Analytics: Enables creating custom reports to monitor adherence trends across multiple facilities.

AI-Powered Insights: Provides predictive insights to improve care plan management.

Why Other Options Are Incorrect:

A . Care Management Extension: Does not focus on reporting; it provides additional care coordination functionalities.

C . Insights for Health Cloud: This option is not a Salesforce feature for reporting or analytics.

D . Reporting Unmanaged Package: While it provides prebuilt reports, it lacks the advanced analytics and visualization of CRM Analytics.

Reference:

CRM Analytics for Health Cloud

Health Cloud Analytics

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NEW QUESTION: 62

A consultant is working with an insurance provider to set up prior authorizations in Health Cloud. The provider requires a display of preauthorization outcomes from its external system which manages the end-to-end prior authorization process.

Which solution is appropriate to meet this use case?

- A. Plan Benefit and Plan Benefit Item
- B. Care Preauth and Care Preauth Item
- C. Service Preauth and Preauth Detail
- D. Care Request and Care Request Item

Answer: C ([LEAVE A REPLY](#))

In Salesforce Health Cloud, managing prior authorizations involves utilizing specific objects designed to handle the complexities of authorization requests and their associated details. For an insurance provider aiming to display preauthorization outcomes from an external system that manages the end-to-end prior authorization process, the appropriate solution involves the Service Preauth and Preauth Detail objects.

Service Preauth Object:

Purpose: The Service Preauth object represents a preauthorization request within Health Cloud. It serves as a container for all relevant information pertaining to a specific authorization, including patient details, requested services, and status updates.

Integration Capability: This object is designed to integrate with external systems, allowing for the seamless import and display of preauthorization outcomes managed outside of Salesforce. By mapping external authorization data to the Service Preauth object, users can view and manage authorization statuses directly within Health Cloud.

Preauth Detail Object:

Purpose: The Preauth Detail object stores detailed information related to each preauthorization request captured in the Service Preauth object. This includes specifics about the services or procedures being authorized, such as service codes, descriptions, quantities, and any other pertinent details.

Integration Capability: By populating the Preauth Detail object with data from external systems, Health Cloud users gain comprehensive visibility into the components of each authorization request, facilitating informed decision-making and efficient care coordination.

Integration Process:

To effectively display preauthorization outcomes from an external system within Health Cloud, consider the following steps:

Data Mapping: Establish a data mapping strategy to align fields from the external system with the corresponding fields in the Service Preauth and Preauth Detail objects. This ensures that all relevant information is accurately captured and displayed within Health Cloud.

Data Import: Utilize Salesforce's data import tools or integration middleware (such as MuleSoft) to import preauthorization data into the Service Preauth and Preauth Detail objects. This process can be automated to ensure real-time or near-real-time updates, providing users with the most current information.

User Access and Permissions: Configure user permissions to ensure that appropriate personnel have access to view and manage preauthorization information. This includes setting up profiles and permission sets that grant access to the Service Preauth and Preauth Detail objects.

Reference:

Authorization Request Overview: This Salesforce Help article provides an overview of managing authorization requests within Health Cloud, detailing the objects and processes involved.

Salesforce

Built-In MuleSoft Integration to Manage Authorization Requests: This resource outlines how to integrate Health Cloud with external Electronic Health Record (EHR) and payer systems using MuleSoft, facilitating seamless data exchange for authorization requests.

Salesforce

Care Services Review and Response: This developer guide section discusses RESTful APIs that support data elements required for ANSI X12 278 format Health Care Services Review and Response, enabling electronic receipt of prior authorization requests from providers.

Salesforce Developers

By leveraging the Service Preauth and Preauth Detail objects, along with appropriate integration strategies, insurance providers can effectively display and manage preauthorization outcomes from external systems within Salesforce Health Cloud, enhancing operational efficiency and improving patient care coordination.

NEW QUESTION: 63

When Setting Up Intelligent Sales, which three types of record should be a
Records can be Created? (Choose Three)

- A. Assets
- B. Accounts
- C. Opportunities
- D. Locations
- E. Contacts

Answer: B,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 64

Which three types of customizations can be managed through the Health Cloud Admin app?
(Choose three.)

- A. Patient Card Configurations
- B. Timeline View Configurations
- C. Cross Object Relationships
- D. Household Relationships
- E. Permission Set Assignments

Answer: A,B,C ([LEAVE A REPLY](#))

Reference and details below.

Use the Health Cloud - Admin App

The Health Cloud - Admin app includes a set of tabs where you can customize Health Cloud features to support the ways your organization works with patients or members.

To use the Health Cloud - Admin app in Lightning Experience, go to App Launcher and select **Health Cloud - Lightning Admin**. To use the Health Cloud - Admin app in Salesforce Classic, use the app picker to select **Health Cloud - Admin**.

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Administer Health Cloud

Customize the Health Cloud Console

Cross Object Relationships

Cross-object relationships control which objects and fields appear in the filter selection options when creating patient or member lists.

EHR Custom Objects

These tables (EHR Patients, EHR Encounters, and so on) contain data from the source record system related to things like prescriptions, conditions, patients, and immunizations.

Patient Card Configurations

Edit the patient card view and add or remove information from EHR or other records.

Timeline View Configurations

Add or remove healthcare events from the timeline so that care coordinators have the information they need and can effectively manage patients or members.

salesforce

NEW QUESTION: 65

While working with a received document using Intelligent Document Automation, which three capabilities should a consultant leverage with Health Cloud out-of-the-box?

- A. Barcode Scanning
- B. Record Type Association
- C. eFax Connection
- D. Automated Document Checklist Item Creation
- E. Document Rotation

Answer: A,B,D (LEAVE A REPLY)

A is correct because barcode scanning is a capability that can be leveraged with Health Cloud out-of-the-box using Intelligent Document Automation (IDA). IDA can scan and extract data from barcodes on documents, such as patient wristbands, lab reports, or medication labels.

B is correct because record type association is a capability that can be leveraged with Health Cloud out-of-the-box using IDA. IDA can associate a document with a specific record type based on the document type, such as consent form, referral letter, or discharge summary.

C is incorrect because eFax connection is not a capability that can be leveraged with Health Cloud out-of-the-box using IDA. IDA does not support receiving or sending documents via eFax. However, it is possible to integrate IDA with third-party eFax services using custom code or connectors.

D is correct because automated document checklist item creation is a capability that can be leveraged with Health Cloud out-of-the-box using IDA. IDA can create document checklist items for documents that are received and processed, and update their status based on the document processing stage.

NEW QUESTION: 66

A customer is implementing Intelligent Appointment Management in Health Cloud to eliminate swivel chair to other scheduling systems. Which two connectivity options should a consultant leverage as the scheduling engine?

- A. Business Rules Engine
- B. Electronic Health Record (EHR) System
- C. Salesforce Scheduler
- D. Scheduler for Industries

Answer: B,C ([LEAVE A REPLY](#))

The two connectivity options that a consultant should leverage as the scheduling engine for Intelligent Appointment Management in Health Cloud are Electronic Health Record (EHR) System and Salesforce Scheduler. An EHR System is an external system that stores and manages clinical data and appointments for patients or members. Salesforce Scheduler is a native Salesforce feature that allows users to schedule appointments with customers or prospects.

NEW QUESTION: 67

Which of the following is a valid Life Science Program Management data object ? (Choose three).

- A. Care Program Problem
- B. Care Program Team Member
- C. Care Program Provider
- D. Care Program Enrollee Product
- E. Care Program Enrollee Campaign

Answer: B,C,D ([LEAVE A REPLY](#))

Reference and details below.



NEW QUESTION: 68

In which three ways can users access Provider Management standard objects? (Choose three)

- A. By using Service Cloud
- B. By assigning Health Cloud Platform Permission set licenses.
- C. By assigning Health Cloud Foundation Permission set.
- D. By assigning the Provider Permission set.
- E. By using Health Cloud.

Answer: B,C,D (LEAVE A REPLY)

Explanation

Health Cloud Foundation

Assigns read access to additional Health Cloud platform capabilities, including the Provider Management data model.

The Health Cloud Provider Network Management permission set grants access to provider management objects so users can manage credentialing and recruiting.

To use the Provider Network Management features of Health Cloud, assign both the Provider Network Management permission set and the Health Cloud permission set to your users

NEW QUESTION: 69

A sales Representative wants to request a Rep-to-Rep Transfer. What two paths are available to request the transfer? (Choose two)

- A. Under visit, choose to navigate to visit Products.
- B. The transfer can be requested while creating an Order Authorization for a Visit.
- C. To Request the transfer, navigate to product, then choose the specific inventory location against which to request the transfer.
- D. During Visit creation you can request the transfer while selecting products required for a visit.

Answer: ([SHOW ANSWER](#))

According to the Salesforce documentation¹, there are two ways to request a rep-to-rep transfer in Health Cloud:

When creating an order authorization for a visit, you can request a transfer from another rep's inventory location by selecting the Transfer option in the Product Selection screen¹.

To request a transfer from a specific inventory location, you can navigate to Products, select the product you want to transfer, and then click Request Transfer in the Related list¹.

NEW QUESTION: 70

Bloomington Caregivers is implementing Health Cloud to streamline the process to register patients to care programs while capturing their consent. 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. program Enrollment Flow
- B. Program Eligibility OmniScript
- C. Care Plan Enrollment Flow
- D. Enrollment Consent OmniScript

Answer: ([SHOW ANSWER](#))

The Program Enrollment Flow is an out-of-the-box feature in Salesforce Health Cloud that streamlines patient registration for care programs while capturing their consent. This flow ensures an efficient and compliant process for onboarding patients into care programs.

Key Features of Program Enrollment Flow:

Consent Capture: Collects and records patient consent as part of the enrollment process.

Eligibility Verification: Integrates eligibility checks to ensure patients meet program requirements.

Streamlined Enrollment: Guides care coordinators through the steps to enroll patients into programs, ensuring consistency.

Why Other Options Are Incorrect:

B . Program Eligibility OmniScript: Focuses on determining program eligibility, not full enrollment with consent capture.

C . Care Plan Enrollment Flow: This flow relates to care plan assignments, not program registration.

D . Enrollment Consent OmniScript: This is not a standard Health Cloud feature; consent capture is integrated into the Program Enrollment Flow.

Reference:

Program Enrollment in Health Cloud

NEW QUESTION: 71

A payer needs to work with plan members and medical providers to influence decisions through a case-by-case review of the appropriateness of care.

When gathering requirements for this use case, which two Utilization Management processes should a consultant discuss with the client?

- A. Designing Care Requests to seek authorization from a health plan for drugs, services, and admissions
- B. Considering the number of intake agents who will be using Health Cloud
- C. Designing Next Best Action and Recommendations for the care management team
- D. Considering the Request Review Types; Prior Authorization Review, Concurrent Review, and Retrospective Review

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 72

In which two ways can an administrator support the Health department so that the team can efficiently assess the individual, enroll them in a program, and monitor them during emergency? (Choose two)

- A. Create a healthcare provider enrollment flow
- B. Install emergency Response Management unmanaged package
- C. Leverage pre-configured flows provided with Health Cloud
- D. Create Patient Enrollment Console

Answer: B,C ([LEAVE A REPLY](#))

Reference and details below.

Using the **Emergency Response Management Console**, create a consistent intake experience using **guided workflows** and pre-built assessments that can quickly adapt as protocols or guidelines change.

NEW QUESTION: 73

Which Three items can be a Life Science company track about a Care Programs using Program Management? (Choose Three. (Repeated question)

- A. The multiple marketing campaigns that enrollees are subjected to as part of the Care Program.
- B. The budget & Expenses of the company's associate Care Program
- C. The clinical indicators that need to be monitored in the care programs
- D. The products that are associate with a given Care Program
- E. The plans that enrollees have been engaged in as part of the care program

Answer: A,D,E ([LEAVE A REPLY](#))

According to the Health Cloud Data Model Developer Guide, Program Management is a feature in Health Cloud that allows life science companies to track and manage care programs that offer products and services to patients and providers. With Program Management, life science companies can track the following three items about a care program:

The multiple marketing campaigns that enrollees are subjected to as part of the care program. This item can be tracked by using the CareProgramEnrolleeCampaign object, which represents a marketing campaign that targets a specific care program enrollee.

The products that are associated with a given care program. This item can be tracked by using the CareProgramEnrolleeProduct object, which represents a product or service that is offered to a care program enrollee.

The plans that enrollees have been engaged in as part of the care program. This item can be tracked by using the CareProgramEnrolleePlan object, which represents a plan or package that contains one or more products or services for a care program enrollee. The budget and expenses of the company's associated care program is not an item that can be tracked by using Program Management. The clinical indicators that need to be monitored in the care programs is not an item that can be tracked by using Program Management.

NEW QUESTION: 74

What are three requirements for implementing patients or members in Health Cloud?

- A. Ensure the Person Account object is used.
- B. Ensure the Parent Contact object is blank.
- C. Ensure 1-to-1 Account to Contact relationship.
- D. Ensure the Parent Account field is blank.
- E. Ensure the Account is the Parent to Household Accounts.

Answer: ([SHOW ANSWER](#))

The three requirements for implementing patients or members in Health Cloud are ensuring the Person Account object is used, ensuring 1-to-1 Account to Contact relationship, and ensuring the Parent Account field is blank. These requirements are part of the Health Cloud data model and allow the consultant to model patients or members as individuals with personal and health information.

NEW QUESTION: 75

When bringing in the Business identifier for patient record from external system like EHRs, which entity is most suitable to hold that information in Health cloud?

- A. Contacts
- B. Identifier
- C. Sourcesystem identifier
- D. Account

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 76

Which features does Health Cloud Consent Management provide? (Choose two)

- A. Delegated signing
- B. Email for signature
- C. E-Signature

- D. Capture Data Use Purpose'
- E. Capture IP Address during completion

Answer: B,C (LEAVE A REPLY)

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NEW QUESTION: 77

In which two ways can an administrator support the Health department so that the team can efficiently assess the individual, enroll them in a program, and monitor them during emergency? (Choose two)

- A. Create a healthcare provider enrollment flow
- B. Install emergency Response Management unmanaged package
- C. Leverage pre-configured flows provided with Health Cloud
- D. Create Patient Enrollment Console

Answer: B,C (LEAVE A REPLY)

Explanation

Reference and details below.

Using the **Emergency Response Management Console**, create a consistent intake experience using **guided workflows** and pre-built assessments that can quickly adapt as protocols or guidelines change.

NEW QUESTION: 78

Which two actions should be completed by health cloud admin in order to leverage the health cloud utilization management capabilities?

- A. Install the health cloud unmanaged package extension
- B. Install the health cloud managed package
- C. Install the health cloud care request extensions managed package.
- D. Assign the health cloud social determinants permission set
- E. Assign the health cloud foundation permission set

Answer: B,C (LEAVE A REPLY)

According to the Salesforce documentation³, to leverage the health cloud utilization management capabilities, you need to install the health cloud managed package and the health cloud care request extensions managed package. The health cloud managed package contains the core

objects, fields, tabs, apps, components, and more that are required for health cloud functionality. The health cloud care request extensions managed package contains additional objects, fields, tabs, apps, components, and more that are specific to utilization management³.

Reference and details below.



NEW QUESTION: 79

In which two ways can Life Science organizations capture consent from enrollees of Care Program? (2 - Simple Application correct options) Options not visible

- A. By talking to an agent via phone who then enrolls the patient
- B. By engaging in a web chat with an agent who presents consent forms in chat window.
- C. By submitting consent Via SMS using Einstein Chat bot.
- D. By sending an email that then create a case using email-to-case.
- E. By using a Self-Service portal via a Community.

Answer: A,E ([LEAVE A REPLY](#))

NEW QUESTION: 80

Which two fields are required when creating a new care plan task?

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

Answer: B,E ([LEAVE A REPLY](#))

NEW QUESTION: 81

When Setting Up Intelligent Sales, which three types of record should be a
Records can be Created? (Choose Three)

- A. Accounts
- B. Contacts
- C. Assets
- D. Locations
- E. Opportunities

Answer: A,B,D ([LEAVE A REPLY](#))

According to the Salesforce documentation¹, when setting up Intelligent Sales in Health Cloud, you need to create records for accounts, contacts, and locations. Accounts represent the organizations or individuals that you sell to, such as hospitals, clinics, or pharmacies. Contacts

represent the people who work at those accounts, such as physicians, nurses, or pharmacists. Locations represent the physical places where you visit your contacts, such as offices, wards, or labs¹.

NEW QUESTION: 82

Which three activities does "The Social Determinants" feature in Health cloud help providers perform?

(choose three.

- A.** Plan interventions to help address the barriers to care within their patient populations
- B.** Track the influence of the social network of the patient on the patients' health outcomes
- C.** Integrate service such as transportation and meal delivery into their patient care plans and programs.
- D.** Automatically import credit scores and income information into the patient record in Health cloud
- E.** Track determinants and barriers to care across their patient populations

Answer: A,B,E ([LEAVE A REPLY](#))

NEW QUESTION: 83

A payer is implementing Health Cloud and wants to leverage predefined rules for its prior authorization request review process. The payer would like to leverage out-of-the-box Health Cloud functionality to drive speed to value.

Which prebuilt feature should a consultant recommend the payer leverage?

- A.** Integration Procedures
- B.** OmniScript Templates
- C.** FlexCards
- D.** Expression Set Templates

Answer: D ([LEAVE A REPLY](#))

Expression Set Templates are the prebuilt feature that the payer should leverage to implement predefined rules for its prior authorization request review process. Expression Set Templates are reusable sets of expressions that can be used to evaluate business logic and trigger actions based on the results.

NEW QUESTION: 84

In which two ways can Makana health service administrator prevent unauthorized users accessing the data?(choose two)

- A.** Encrypt the data using shield
- B.** Install shield and enable mask.
- C.** create sharing sets
- D.** optimize data using mask
- E.** use field level security setting, record access setting and object permission.

Answer: A,E ([LEAVE A REPLY](#))

Encrypting the data using shield (A) and using field level security setting, record access setting and object permission (E) are two ways to prevent unauthorized users from accessing the data. Installing shield and enabling mask (B) is not enough to protect the data, as masking only obscures the data in reports and dashboards, but does not prevent access to the underlying data. Creating sharing sets and optimizing data using mask (D) are not relevant to data security.

NEW QUESTION: 85

The Salesforce administrator for ABC Policies Inc, a Health Care Payer Organization, would like to enable the members to enroll in and out of Care Program multiple times. Where, within Health Cloud Settings, should a Health Cloud administrator make changes to accomplish this requirement?

- A. Program Enrollee Settings
- B. Care Program Settings
- C. Health Cloud Settings
- D. Care Request Settings

Answer: A ([LEAVE A REPLY](#))

Reference and details below.



NEW QUESTION: 86

Which 3 of the components are customizable in HC?

- A. Timeline
- B. EHR Data
- C. Life Events
- D. Patient Card
- E. Custom Label

Answer: ([SHOW ANSWER](#)**)**

Timeline (A), Life Events , and Patient Card (D) are components that are customizable in HC. EHR Data (B) is not a component, but a type of data that can be integrated with HC. Custom Label (E) is not a component, but a metadata type that can be used to create labels for components.

NEW QUESTION: 87

Three steps required to configure HC?

- A. Install HC unmanaged Package

- B. Verify that chatter is enabled
- C. Install HC managed package
- D. Configure the console view
- E. Enable the options for contact to related with multiple accounts

Answer: B,C,E ([LEAVE A REPLY](#))

NEW QUESTION: 88

Which three of the following features are included with a Health Cloud License?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 89

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

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 90

With regards to Integration/Interoperability, which three statement are true about health cloud?
(Choose Three)

- A. The New clinical data model in health cloud is aligned with FHIR R4 standards.
- B. Health cloud support data exchange with both HL7 and FHIR enabled systems.
- C. Most EHR (Electronic Health Record) data exchange today is still done via legacy HL7 v2 - simple application interface.
- D. Health cloud has a FHIR server.
- E. The new clinical data model in Health cloud is aligned with HL7 v2-simple application standard.

Answer: ([SHOW ANSWER](#))

According to the [Health Cloud Integration and Interoperability Guide], the new clinical data model in Health Cloud is aligned with FHIR R4 standards, which is the latest version of the FHIR specification. Health Cloud supports data exchange with both HL7 and FHIR enabled systems, using different methods such as MuleSoft connectors, Salesforce APIs, or third-party integrations. Most EHR data exchange today is still done via legacy HL7 v2 - simple application interface, which is a widely adopted standard for exchanging clinical and administrative data. Health Cloud

does not have a FHIR server, but it can connect to external FHIR servers using APIs or MuleSoft connectors. The new clinical data model in Health Cloud is not aligned with HL7 v2-simple application standard, which is a different standard from FHIR.

NEW QUESTION: 91

An external provider wants to get a patient's allergy information from Bloomington Caregivers' Health Cloud system. Which Health Cloud API should a consultant recommend?

- A. AllergyMedication API
- B. Patient Healthcare API
- C. Interoperability API
- D. Clinical Summary Healthcare API

Answer: C (LEAVE A REPLY)

To get a patient's allergy information from Bloomington Caregivers' Health Cloud system, an external provider should use the Interoperability API. This API allows external systems to access and exchange clinical data with Health Cloud using FHIR standards. The Interoperability API supports various FHIR resources, including AllergyIntolerance, which represents a patient's allergic or intolerant reaction to a substance¹. AllergyMedication API, Patient Healthcare API, or Clinical Summary Healthcare API are not APIs that exist in Health Cloud.

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NEW QUESTION: 92

What are the two steps required to create Health care providers for Health program? Choose two

- A. Add NPI for associated provider
- B. Choose associated facility for Care Program.
- C. Add the UPIN
- D. Create Care Program Providers from the App Launcher
- E. Create a care program health care provider with an associated care prgm provider

Answer: A,E (LEAVE A REPLY)

Add NPI for associated provider (A) and create a care program health care provider with an associated care program provider (E) are two steps required to create health care providers for health program. Choose associated facility for care program (B) is not a valid step, as facilities

are not related to health care providers. Add the UPIN is not a required step, as UPIN is an optional field for health care providers. Create care program providers from the app launcher (D) is not a valid step, as care program providers are created from the related list on the care program record.

NEW QUESTION: 93

Which is true about choosing a care request type when setting up a new care request record?

- A.** A case record type can be chosen to identify a single care request type for each care request.
- B.** Any case record type can be chosen when creating care request.
- C.** A care request type cannot be chosen when creating a new care request.
- D.** Multiple care request types can be chosen for a single care request.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 94

Makana Pharmaceutical is planning to run a Patient support program on Health Cloud. A System Administrator has been tasked to ensure the platform encryption has been configured. The patient's name is stored on firstname and lastname fields on the person account record. Firstname and Lastname field have been identified as holding PHI(Personal Health Information) data. They are also important search criteria commonly used by Users to find a patient record. The Compliance team has indicated that all PHI Data must be encrypted at rest. What is the best practice for platform encryption configuration for this solution?

- A.** Encrypt all PHI/PII data
- B.** Encrypt all data
- C.** Use Class Encryption to encrypt field identified as PHI
- D.** Use a Deterministic Encryption Policy on Account FirstName & LastName fields.
- E.** Use a Probabilistic Encryption Policy on Account FirstName & LastName fields.

Answer: **D** ([LEAVE A REPLY](#))

Deterministic encryption is a type of encryption policy that allows you to encrypt fields that are used as search criteria, such as FirstName and LastName fields on the Account object.

Deterministic encryption ensures that identical plaintext values always result in identical ciphertext values, which enables searching and filtering on encrypted fields. This is suitable for PHI data that needs to be encrypted at rest but also searchable by users.

NEW QUESTION: 95

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.

Answer: (SHOW ANSWER)

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 the Assigned 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.

NEW QUESTION: 96

How does an administrator display device information on a patient card?

A. Create an Asset record and create a care registered device record that look up to the patient.

B. Create a custom field on the EHR_Patient object with a formula that return the information.

C. Create a custom field on the EHR_DeviceRequest object with a formula that return the information.

D. Create a custom field on the EHR_MedicalDevice object with a formula that return the information.

E. Create a custom field on the FilterCondition__c object with a formula that return the information.

Answer: (SHOW ANSWER)

According to the Salesforce documentation², to display device information on a patient card, you need to create an asset record and a care registered device record that look up to the patient. An asset record represents the device that is used by the patient, such as a blood pressure monitor, a glucose meter, or a pulse oximeter. A care registered device record represents the relationship

between the patient and the device, such as the device name, serial number, status, and start and end dates².

NEW QUESTION: 97

Which two fields are optional when creating a new Care plan task? (Choose Two)

- A. Status
- B. Due Date
- C. Goal
- D. Problem
- E. Task Owner

Answer: C,D (LEAVE A REPLY)

Goal and Problem (D) are optional fields when creating a new Care plan task. Status (A) and Task Owner (E) are required fields when creating a new Care plan task. Due Date (B) is not a field on Care plan task, but rather on Task object.

NEW QUESTION: 98

Which of the following Salesforce and Health Cloud objects can be used to represent Provider and their relationship in a Provider Management data model? (Choose Three.)

- A. Contact
- B. Healthcare Practitioner Facility
- C. Lead
- D. Case
- E. Healthcare Provider

Answer: A,B,E (LEAVE A REPLY)

Reference and details below.

Set Up Data for Provider Cards

The data that helps users identify practitioners is stored in the provider objects. You can use Composite API requests to do populate these objects with provider and practitioner data.

You can create objects individually by using the Lightning Platform SOAP API or REST API. Or you can use the [Composite resource](#) in the REST API to create and link multiple records with a single API call. This lets you create 200 records per call.

Let's say we want to add healthcare provider Dr. Scott Kaplan to your records. This example shows how to use a single API call to create `Account`, `Contact`, `HealthcareProvider`, `PersonEducation`, `HealthcareProviderNpi`, `HealthcarePractitionerFacility`, `HealthcareProviderSpeciality`, `HealthcareFacilityNetwork`, and `HealthcareProviderTaxonomy` records with Dr. Scott Kaplan's data. It also shows how to use a composite request to create these records using Dr. Kaplan's `contactId` as the `practitionerId`.

Execute this example using a composite request:



According to the Salesforce documentation³, the following Salesforce and Health Cloud objects can be used to represent providers and their relationships in a provider management data model:

Contact: A contact is a standard object in Salesforce that stores information about an individual person, such as name, phone, email, address, etc. A contact can be used to represent a provider who is a person, such as a physician, nurse, or therapist³.

Healthcare Practitioner Facility: A healthcare practitioner facility is a custom object in Health Cloud that stores information about the relationship between a provider and a facility where they practice, such as hospital, clinic, or pharmacy. A healthcare practitioner facility can be used to track each of the different locations where a provider practices³.

Healthcare Provider: A healthcare provider is a custom object in Health Cloud that stores information about a provider who is an organization or a group of providers, such as hospital system, clinic network, or physician group³.

NEW QUESTION: 99

A MedTech customer is looking to track surgical case visits for reps to sell their products, leveraging Intelligent Sales.

Which object should a consultant configure to track this visit type?

- A. Location
- B. Work Type
- C. Visit
- D. Action Plan

Answer: C ([LEAVE A REPLY](#))

In Salesforce Health Cloud's Intelligent Sales module, the Visit object is specifically designed to track field representatives' interactions, such as surgical case visits, with healthcare providers. Configuring this object enables MedTech companies to monitor and manage their sales activities effectively.

Understanding the Visit Object:

Purpose: The Visit object captures essential information about a sales representative's engagement at a healthcare facility, including details like the associated account, visit timings, status, and outcomes.

Key Fields:

AccountId: Reference the healthcare facility associated with the visit.

PlannedVisitStartTime / PlannedVisitEndTime: Denote the scheduled start and end times of the visit.

ActualVisitStartTime / ActualVisitEndTime: Record the actual start and end times when the visit occurs.

Status: Indicates the current state of the visit, such as Planned, InProgress, Completed, or Abandoned.

VisitorId: Identifies the sales representative conducting the visit.

Implementation Steps:

Configure the Visit Object:

Ensure that the Visit object is enabled and accessible within your Salesforce Health Cloud instance.

Customize the object as needed to align with your organization's specific tracking requirements.

Set Up Related Records:

Accounts: Create records for healthcare facilities where visits will occur.

Contacts: Add contacts for individuals at these facilities involved in the visits.

Schedule and Manage Visits:

Utilize the Visit object to plan and record details of surgical case visits.

Monitor visit statuses and outcomes to assess sales activities and effectiveness.

Reference:

Visit Object Details: For comprehensive information on the Visit object and its fields, refer to the Salesforce Health Cloud Developer Guide: Visit | Salesforce Health Cloud Developer Guide

Intelligent Sales Overview: To understand how the Visit object integrates within the Intelligent Sales framework, consult the Salesforce Help documentation: Use Intelligent Sales Conclusion: By configuring the Visit object, MedTech companies can effectively track and manage surgical case visits, providing valuable insights into sales activities and facilitating better coordination between sales representatives and healthcare providers.

NEW QUESTION: 100

A Health Cloud administrator is working to create an external facing site to allow patients to find providers within their network. The site is being built by Experience Cloud. The administrator needs to determine what access external users must be granted to allow patients to search and find Providers that fit selected criteria.

Which object do the external user need read access to?

- A. CareProviderFacilitySpeciality
- B. HealthcarePractitionerFacility
- C. CareProviderSearchConfig
- D. CareProviderSearchableField

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 101

Users need to analyze their patient or member referrals through a prebuilt dashboard that includes reports on important aspects of their referral management.

What should a consultant do in this case?

- A. Install the add-on package that delivers Health Cloud Reports for Utilization Management and Health Cloud (or Patient Referral Management).
- B. Upload a Provider Referral Dashboard Template and enable the action bar so that users can generate a Patient referral Management report.
- C. Install the unmanaged extension package that delivers Health Cloud Reports for Patient Referral Management.
- D. Add extra picklist values to Account record type and add fields on the page layout for patient referral data for CRM Analytics to generate a Patient Referral Management report.

Answer: C ([LEAVE A REPLY](#))

According to the Salesforce documentation¹, the Health Cloud Reports for Patient Referral Management is an unmanaged extension package that provides a prebuilt dashboard with reports on important aspects of referral management, such as referral status, referral source, referral

age, and referral efficiency. The package also includes custom fields, custom objects, and custom report types to support the dashboard. To use this package, a consultant should install it in their org and assign the appropriate permissions to the users who need to access the dashboard. The package is compatible with Health Cloud and CRM Analytics.

Reference:

1: Provide Referral Management Reports | Health Cloud Administration | Salesforce Developers

NEW QUESTION: 102

Service cloud organization is migrating to health cloud, and only certain teams of users have health cloud use cases .Which users are.....

health cloud permission set licences.

What three types of ancillary information can be included in a single care request.

- A. Care request drug
- B. Care request facility
- C. Care request reviews
- D. Care request providers
- E. Care request diagnosis

Answer: A,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 103

Bloomington Caregivers needs to use the objects for the Clinical data model as part of its new Health Cloud implementation, Which preference should Bloomington Caregivers' administrator ensure is enabled?

- A. FHIR-Aligned Data Model org preference
- B. Clinical R4 Model org preference
- C. Clinical Data Model org preference
- D. FHIR-Aligned EHR Data Model org preference

Answer: A ([LEAVE A REPLY](#))

The FHIR-Aligned Data Model org preference is the preference that Bloomington Caregivers' administrator should ensure is enabled to use the objects for the Clinical data model as part of its new Health Cloud implementation. This preference enables the Clinical data model, which is a FHIR R4-aligned data model that captures information from an Electronic Health Record (EHR) system via integration middleware¹. The Clinical data model is built on Salesforce core, with no reference to package entities, and supports only the attributes that Health Cloud users need, not all attributes in every FHIR R4 resource². The Clinical data model is the successor to the original EHR Data Model, which was built on the managed package and followed the FHIR R1 standard².

Reference:

1: Clinical Data Model | Salesforce Health Cloud Developer Guide | Salesforce Developers 2: Explore the Clinical Data Model Unit | Salesforce Trailhead

NEW QUESTION: 104

Which is true about choosing a care request type when setting up a new care request record?

- A. A care request type cannot be chosen when creating a new care request.
- B. Any case record type can be chosen when creating care request.
- C. Multiple care request types can be chosen for a single care request.
- D. A case record type can be chosen to identify a single care request type for each care request.

Answer: D ([LEAVE A REPLY](#))

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