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NEW QUESTION: 1

A customer wants to move its existing Patient-Reported Outcome Measures (PROMs) surveys to Health Cloud. It requires a solution that allows for question banks and version control for this standardized survey.

Which solution should a consultant recommend?

- A. Salesforce Feedback Management
- B. Health Cloud Forms
- C. Discovery Framework
- D. Salesforce Surveys

Answer: (SHOW ANSWER)

Salesforce Surveys is the best solution for moving existing PROMs surveys to Health Cloud. It allows for question banks and version control for this standardized survey.

NEW QUESTION: 2

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)?

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

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

A is incorrect because setting Person Accounts to Private is not a valid organization-wide default setting. Person Accounts inherit their sharing settings from Accounts and Contacts.

B is correct because setting Contact to Controlled by Parent ensures that the original business unit that leverages Service Cloud does not have visibility into protected health information (PHI) stored in Contact records. This setting means that the access level for Contact records depends on the access level for their parent Account records.

C is correct because setting related clinical objects to Controlled by Parent or Private ensures that the original business unit that leverages Service Cloud does not have visibility into protected health information (PHI) stored in clinical objects, such as Allergy, Diagnosis, Medication Order, and Procedure Order. These objects are related to either Account or Contact objects, and their sharing settings should match or be more restrictive than their parent objects.

D is incorrect because setting Health Details to Controlled by Parent or Private is not a valid organization-wide default setting. Health Details is a custom object that stores health information for patients and members. It is related to the Person Account object, and its sharing settings are controlled by its parent object.

E is correct because setting Account and Contract to Private ensures that the original business unit that leverages Service Cloud does not have visibility into protected health information (PHI) stored in Account and Contract records. This setting means that users can only access the records that they own or are explicitly shared with them.

NEW QUESTION: 3

During a design session, the client asks for best practices around when to use DataRaptors vs For which scenario should a consultant advise the client to use a single DataRaptor?

- A. The action must perform a SendMail task and check for any errors.
- B. The dataset requires connecting to an external data source, such as CSV or REST API
- C. The dataset required needs to read two SObjects with a clearly defined relationship.
- D. The task requires both a read and write of SObject data

Answer: (SHOW ANSWER)

C is correct because the dataset required needs to read two SObjects with a clearly defined relationship is a scenario where a single DataRaptor can be used. A DataRaptor Extract can query data from one or more Salesforce sObjects and their related fields using SOQL. A DataRaptor Load can save data to one or more Salesforce sObjects by creating or updating records.

NEW QUESTION: 4

An administrator is configuring security for a patient list.

Which three considerations should the administrator take into account to ensure proper access to the list?

- A. Administrators can restrict access to patient or member lists using standard Salesforce sharing settings on the list.

B. Users with profile or permission sets that restrict access to an object cannot create a list using that object.

C. Administrators can restrict access using HCPatientLisrSecurity custom setting

D. When a user's field-level security restricts access to a field used as a display column, the column does not appear in the list

E. Administrators can create restriction rules to offset a private organization-wide default setting

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

A is correct because administrators can restrict access to patient or member lists using standard Salesforce sharing settings on the list. The Patient List object has an organization-wide default sharing setting that determines the baseline access level for all users in the org. Administrators can also use sharing rules, manual sharing, or Apex managed sharing to grant additional access to specific users or groups.

B is correct because users with profile or permission sets that restrict access to an object cannot create a list using that object. Users need to have at least read access to the objects and fields that they want to use as filters or display columns in their lists. Administrators can check and modify the user's object and field permissions from their profile or permission set.

C is incorrect because administrators cannot restrict access using HCPatientListSecurity custom setting. This custom setting is used to control the visibility of patient or member lists in the Patient List tab, not the access to the lists. Administrators can use this custom setting to specify which lists are visible to which profiles or permission sets, or hide all lists from a profile or permission set.

D is correct because when a user's field-level security restricts access to a field used as a display column, the column does not appear in the list. This is because the field-level security settings override the list settings and prevent the user from viewing the field value. Administrators can check and modify the user's field-level security settings from their profile or permission set.

NEW QUESTION: 5

Which underlying object helps with sales compliance with sales agreements?

A. Opportunities

B. Contacts

C. Orders

D. Forecasts

Answer: C (LEAVE A REPLY)

According to the Health Cloud Data Model Developer Guide, Orders is the underlying object that helps with sales compliance with sales agreements. Orders is a standard object that represents a confirmed request to purchase one or more products. Orders can be used to track the fulfillment and invoicing of products that are sold to customers. Orders can also be linked to contracts or agreements to ensure compliance with the terms and conditions of the sales. Opportunities, Contacts, and Forecasts are not objects that help with sales compliance with sales agreements. Reference and details below.

NEW QUESTION: 6

Which of the standard objects are included in the Care Plan Data Model?

- A. Crae programs,Product,Patients
- B. Life Events
- C. Benifts,Barriers,Provider Education
- D. Case,Problems,Goals,Tasks,Care Plan Templates

Answer: D (LEAVE A REPLY)

Case, Problems, Goals, Tasks, Care Plan Templates (D) are the standard objects that are included in the Care Plan Data Model. Care programs, Product, Patients (A), Life Events (B), and Benefits, Barriers, Provider Education are not standard objects in the Care Plan Data Model.

NEW QUESTION: 7

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

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

Answer: C (LEAVE A REPLY)

According to the Salesforce documentation³, when setting up a new care request record, you need to choose a case record type to identify the care request type. The care request type determines what fields and values are available on the care request record. There are four predefined care request types in Health Cloud: Physician Request, Drug Request, Admission Request, and Appeal Request. You can also create custom care request types to suit your business needs³.

NEW QUESTION: 8

Which format is acceptable for intelligent document automation upload?

- A. .PNG
- B. .CSV
- C. .DOC
- D. .MP4

Answer: A (LEAVE A REPLY)

Intelligent document automation supports the following file formats for upload: .jpg, .jpeg, .png, .pdf, and .tif². Therefore, .png is the only acceptable format among the options.

NEW QUESTION: 9

A pharma company is implementing Health Cloud and trying to track insurance details related to its patients. The company wants to track:

- * A list of all payer organizations
- * The plans offered by a given payer

* The standard benefits available under a plan

* Which plan a given patient is enrolled in and their specific insurance details Which set of objects should a consultant implement to meet these requirements?

A. Account, Purchaser Plan, Member Benefit, Insurance Plan

B. Purchaser, Insurance Plan, Insurance Benefit, Plan Detail

C. Account, Purchaser Plan, Plan Benefit, Member Plan

D. Payer, Plan Offering, Coverage Benefit, Member Plan

Answer: C (LEAVE A REPLY)

The set of objects that the consultant should implement to meet the pharma company's requirements are Account, Purchaser Plan, Plan Benefit, and Member Plan. These objects are part of the Health Cloud data model and allow the company to track payer organizations, plans, benefits, and patient enrollments.

NEW QUESTION: 10

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

A. Care Observations

B. Claims

C. Member Plan

D. Clinical Service Requests

Answer: B (LEAVE A REPLY)

Claims data model leverages external objects to support the use case of integrating claims data from external systems into Health Cloud. External objects are similar to custom objects, except that they map to data that's stored outside your Salesforce org1.

NEW QUESTION: 11

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

B. Add the Timeline component to the Patient Lightning page and activate the Timeline.

C. Add the Timeline component to the Patient Lightning page and select the Timeline.

D. Add the custom object to the Timeline after deployment, then add it to the Timeline component.

Answer: D (LEAVE A REPLY)

The administrator needs to add the custom object to the Timeline after deployment, then add it to the Timeline component. This will allow the custom object records to be displayed on the Enhanced Timeline2.

NEW QUESTION: 12

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

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

SourceSystemIdentifier is a custom object in Health Cloud that stores the business identifier for patient records from external systems like EHRs³. Option B is incorrect, because Contact is a standard object in Salesforce that stores the personal information of patients or members. Option C is incorrect, because Account is a standard object in Salesforce that stores the organizational information of providers or payers. Option D is incorrect, because Identifier is a field on the EhrPatient object in Health Cloud that stores the unique identifier for patient records within Health Cloud³.

NEW QUESTION: 13

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 returns the information to display on patient card
- B. Create a custom field on the EHR_DeviceRequest with a formula that returns the information to display on patient card
- C. Create a custom field on the FilterCondition_c with a formula that returns the information to display on patient card
- D. Create an Asset record and create a Care Registered Device record that looks up to the Asset record and then looks up to the Account record for the Patient
- E. Create a custom field on the EHR_MedicalDevices with a formula that returns the information to display on patient card

Answer: ([SHOW ANSWER](#))

To display device information on a patient card, an administrator can create an Asset record and create a Care Registered Device record that looks up to the Asset record and then looks up to the Account record for the Patient. Asset records represent devices that are owned by patients or members. Care Registered Device records link assets to patients or members and store information such as device type, status, serial number, and manufacturer⁵. Creating custom fields on other objects such as EHR_Patient, EHR_DeviceRequest, FilterCondition_c, or EHR_MedicalDevices will not display device information on a patient card.

NEW QUESTION: 14

Which entity in the new data model of Health Cloud can be used to store mappings between different coding systems such ICD and HCC codes?

- A. Identifier
- B. Codesets

- C. ContactPoint
- D. Codeset Bundle

Answer: B (LEAVE A REPLY)

Code Sets are the entity in the new data model of Health Cloud that can be used to store mappings between different coding systems such as ICD and HCC codes. Code Sets are a collection of codes that represent a specific concept or value in a terminology system¹.

NEW QUESTION: 15

An insurance organization wants to be able to track specialties and sub-specialties related to practitioner to use in provider search. Which would they store these relationships? (Choose three)

- A. Care provider facility specialty
- B. Healthcare provider specialty
- C. Care Taxonomy
- D. Healthcare provider Taxonomy
- E. Care specialty

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

Reference and details below.

NEW QUESTION: 16

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: B,C (LEAVE A REPLY)

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.

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NEW QUESTION: 17

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

- A. Create a Task and add task to an action plan template.
- B. Create flow for the business process.
- C. Create a task and add the task to visit creation.
- D. Create an action plan template add flow and published the template.

Answer: (SHOW ANSWER)

Reference and details below.

NEW QUESTION: 18

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: A,D (LEAVE A REPLY)

Reference and details below.

NEW QUESTION: 19

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

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

Answer: (SHOW ANSWER)

Owner (A) and Status are two fields that are required when creating a new care plan task.

Problem (B), Goal (D), and Due Date (E) are optional fields when creating a new care plan task.

NEW QUESTION: 20

During a sprint demo, a customer wants to update fields in the UI on the Patient Medication Manager component. Which two objects is a consultant able to add and/or remove fields from?

- A. Medication Dispense
- B. Medication Strength

- C. Medication Details
- D. Medication Request

Answer: A,D (LEAVE A REPLY)

The two objects that a consultant is able to add and/or remove fields from in the UI on the Patient Medication Manager component are Medication Dispense and Medication Request. These objects are part of the Health Cloud data model and store information about the medication orders and deliveries for a patient.

NEW QUESTION: 21

A provider is looking to view a patient's insurance coverage, including co-pay and deductible information, prior to their appointment. Using Health Cloud, which two steps should a consultant take to access this information in the Benefit Verification component?

- A. Configure the Connection Label with the source systems API details
- B. Create a new record for the HCBenVerConnect custom setting
- C. Configure the link to the clearinghouses endpoint using a Uniform Resource Identifier (URI) path.
- D. Create a named credential to support authenticated callouts.

Answer: B,D (LEAVE A REPLY)

B is correct because creating a new record for the HCBenVerConnect custom setting is required to access the Benefit Verification component in Health Cloud. The HCBenVerConnect custom setting stores the configuration details for the connection to the external benefit service that provides the patient's insurance coverage information.

D is correct because creating a named credential to support authenticated callouts is required to access the Benefit Verification component in Health Cloud. A named credential specifies the URL of the external benefit service and the authentication protocol and credentials to use for callouts to that service.

NEW QUESTION: 22

Which three standard objects are used in the workflow to manage utilization data? (Choose 3)

- A. Care Request Plan
- B. Care Diagnosis
- C. Care Authorization
- D. Care Request
- E. Care Request Drug

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

According to the Salesforce documentation², the following standard objects are used in the workflow to manage utilization data:

Care Request Plan: A care request plan is an object that stores information about the plan of care for a member. It includes details such as the diagnosis, the service type, the start and end dates, and the status of the plan².

Care Authorization: A care authorization is an object that stores information about the approval or denial of a service or payment by a payer. It includes details such as the authorization number, the decision date, the decision reason, and the status of the authorization².

Care Request: A care request is an object that stores information about the request for a service or payment by a provider or a member. It includes details such as the request type, the request date, the priority, and the status of the request².

NEW QUESTION: 23

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: A (LEAVE A REPLY)

Reference and details below.

According to the Health Cloud Implementation Guide, the best practice when transitioning an org from Service Cloud to Health Cloud is to approach it depending on how each customer uses their org. There is no one-size-fits-all solution for migrating from Service Cloud to Health Cloud, as each customer may have different requirements, use cases, and data models. Therefore, any of the other options may be used depending on the customer's needs and preferences.

NEW QUESTION: 24

Bloomington Caregivers wants to ensure it maintains the privacy of its users' data by enabling data protection details for leads, contacts, and person accounts during the initial Health Cloud install and configuration.

Which entity should the administrator enable within Data Protection and Privacy for Health Cloud to work in this scenario?

- A. Fields
- B. Records
- C. Tasks
- D. Objects

Answer: A (LEAVE A REPLY)

A is correct because enabling data protection details for fields is the entity that the administrator should enable within Data Protection and Privacy for Health Cloud to work in this scenario. Data protection details for fields allow users to specify the data protection level and data classification for each field on leads, contacts, and person accounts. This helps to identify and protect sensitive data, such as protected health information (PHI), and comply with privacy regulations, such as General Data Protection Regulation (GDPR).

NEW QUESTION: 25

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: ([SHOW ANSWER](#))

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: 26

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: 27

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

- A. Use custom fields defined in health care provider and health care practitioner facility entities as part of search experience.
- B. Use custom fields defined in any entity within the provider data model in health cloud as part of search experience.
- C. Use provider search in an authenticated community page

D. Connect the list of fields displayed in the search panel and search results.

E. Use provider search in an unauthenticated community page.

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

According to the Salesforce documentation, the following capabilities of provider search would a customer service agent use to help prospective and returning patients find the right provider: Use custom fields defined in healthcare provider and healthcare practitioner facility entities as part of search experience. The provider search allows customer service agents to use custom fields defined in healthcare provider and healthcare practitioner facility entities as part of the search criteria or filters. This helps them narrow down their search results based on specific attributes or preferences.

Use provider search in an authenticated community page. The provider search allows customer service agents to use provider search in an authenticated community page where they can log in with their credentials and access more features and information than an unauthenticated community page.

Control the list of fields displayed in the search panel and search results. The provider search allows customer service agents to customize which fields are displayed in the search panel and search results for different types of providers or facilities. This helps them find the most relevant information quickly and easily.

NEW QUESTION: 28

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. Care Plan Enrollment Flow

B. Program Enrollment Flow

C. Enrollment Consent OmmScript

D. Program Eligibility OmniScript

Answer: (SHOW ANSWER)

B is correct because Program Enrollment Flow is the out-of-the-box Health Cloud feature that helps users to register patients to care programs while capturing their consent. Program Enrollment Flow is a prebuilt flow template that guides users through the steps of selecting a program, adding related records, and obtaining consent from the patient. The flow also creates a care plan for the patient based on the program template.

NEW QUESTION: 29

An administrator for Salesforce Health Cloud wants to ensure that the files in their full sandbox instance are encrypted. Which encryption solution supports the encryption of files in this scenario?

A. Industry Data Security

B. Salesforce Data Mask

C. Classic Encryption

D. Salesforce Shield

Answer: D (LEAVE A REPLY)

Salesforce Shield is the encryption solution that supports the encryption of files in this scenario. Salesforce Shield provides platform encryption, which allows the administrator to encrypt files and attachments stored in Salesforce. Platform encryption supports full sandbox instances and complies with data protection regulations

NEW QUESTION: 30

If a Health Cloud administrator wanted to consume the content of an HL7 v2 - Simple Application message, which step would they need to take?

A. Do Nothing - Health Cloud works out of the box with native HL7 message

B. Use salesforce Connect

C. Write a custom apex class to consume parse and store a native HL7 message

D. Use an HL7 broker/engine to transform the text based HL7 message into JSON and pass it to the Health Cloud.

Answer: D (LEAVE A REPLY)

Health Cloud does not support native HL7 messages out of the box, so option A is incorrect. Option B is also incorrect, because Salesforce Connect is not designed to handle HL7 messages. Option C is possible, but it would require a lot of custom code and maintenance, and it is not recommended by Salesforce. Option D is the best option, because it uses an external HL7 broker/engine to convert the HL7 message into JSON, which can be easily consumed by Health Cloud using the standard REST API or the Health Cloud Data Loader12.

NEW QUESTION: 31

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

A. Use Patient Data Import Wizard for importing up to 50,000 records.

B. Create as Person Accounts or Leads for referrals

C. Create patient records using Patient Loader Wizard.

D. Patient object to convert leads into contacts.

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 32

Healthcare companies face challenges from a variety of sources. What are three common challenges they could encounter that HC solves for? (Choose 3)

- A. There are not enough Providers for the amount of the Care Requests.
- B. Insufficient funds allocated to Research and Development.
- C. The need to drive sales while reducing cost.
- D. Growing customer expectations for delivery of care everywhere.
- E. Growing demand for a more personalized care experience.

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

According to the Salesforce website, Health Cloud solves for some of the common challenges that healthcare companies face from various sources. Some of these challenges are:

The need to drive sales while reducing cost: Health Cloud helps healthcare companies increase their revenue and efficiency by streamlining their processes, automating their workflows, and optimizing their resources.

Growing customer expectations for delivery of care everywhere: Health Cloud helps healthcare companies deliver personalized and collaborative care across every touchpoint, whether it is in person, online, or on mobile devices.

Growing demand for a more personalized care experience: Health Cloud helps healthcare companies provide tailored and holistic care for each customer by leveraging data insights, artificial intelligence, and digital engagement tools.

NEW QUESTION: 33

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

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

According to the Salesforce documentation, the following capabilities of the provider search would a customer service agent use to help payers find the right provider:

Control the list of fields displayed in the search panel and search results. The provider search allows customer service agents to customize which fields are displayed in the search panel and search results for different types of providers or facilities. This helps them find the most relevant information quickly and easily.

Use custom fields defined in healthcare provider and healthcare practitioner facility entities as part of the search provider. The provider search allows customer service agents to use custom fields defined in healthcare provider and healthcare practitioner facility entities as part of the search criteria or filters. This helps them narrow down their search results based on specific attributes or preferences.

NEW QUESTION: 34

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: A,D,E (LEAVE A REPLY)

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: 35

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: 36

A Salesforce administrator is migrating a Service Cloud org to Health Cloud and is considering using the Health Cloud Provider data model. Which approach should the administrator take if the Custom Provider Search Lightning component is to be used?

- A.** The Provider data model is required for all Service Cloud to Health Cloud migrations, but either the standard or custom search components may be used.
- B.** If the Provider data model is used, the standard Health Cloud Provider Search component must be used or extended. Custom search components are not supported.
- C.** The current data model with the existing component can be used as well as the Provider data model with either custom search component or the Health Cloud Provider Search component.
- D.** The Standard Health Cloud Provider Search component can be used to search either the Health Cloud Provider data model or a custom Provider data model.

Answer: (SHOW ANSWER)

According to the Salesforce documentation¹, the Health Cloud Provider data model is an optional data model that can be used to represent providers and their relationships in Health Cloud. It is not required for all Service Cloud to Health Cloud migrations, and it can coexist with the existing data model. The Custom Provider Search Lightning component is a custom component that can be used to search for providers using any data model, including the Health Cloud Provider data model or a custom provider data model. The Health Cloud Provider Search component is a standard component that can be used to search for providers using the Health Cloud Provider data model only. It can be extended or customized, but not replaced by a custom component¹.

NEW QUESTION: 37

A HC admin is configuring a 'Convert to Patient' process, utilizing the Lead to Individual Conversion Apex class. Which statements are true about the steps the admin can take? (choose 3)

- A.** The admin must configure all Lead field mappings including Medical Record Number, Source System and Source System ID.
- B.** The custom Convert to Patient button should be added to the Lead list view.
- C.** Some Lead field mappings including Medical Record Number, Source System ID can be handled automatically by HC.
- D.** The Lead to Individual Conversion apex class will create a new Opportunity for the patient.
- E.** Duplicate checks on Medical Record Number, Source System and Source System ID can be handled automatically by HC

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

The admin must configure all Lead field mappings including Medical Record Number, Source System and Source System ID (A), some Lead field mappings including Medical Record Number,

Source System ID can be handled automatically by HC , and duplicate checks on Medical Record Number, Source System and Source System ID can be handled automatically by HC (E) are true statements about the steps the admin can take. The custom Convert to Patient button should be added to the Lead detail page, not the list view (B). The Lead to Individual Conversion apex class will not create a new Opportunity for the patient (D).

NEW QUESTION: 38

Which three medication related FHIR resources are supported in the new data model of Health cloud (Choose Three)

- A. Medical Administration
- B. Medication
- C. Dosage
- D. Medication Dispense
- E. Medical Request

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

FHIR V4 and HL7 V2 are two interoperability standards that are supported by Salesforce to facilitate the exchange of health data³². Option A is incorrect, because EDI ANSI X12 is a standard for exchanging business transactions, not health data. Option C is incorrect, because The Direct Standard is a standard for secure email communication, not health data. Option E is incorrect, because DICOM (Digital Imaging and Communications in Medicine) is a standard for storing and transmitting medical images, not health data.

NEW QUESTION: 39

The Salesforce Admin for Lake Tahoe Hospital wants to implement Utilization Management. Which two of the listed steps need to be taken during the set-up process? (Choose 2)

- A. Install the Health Cloud Care Request Extensions unmanaged package.
- B. Assign the Health Cloud Permission Set License and Health Cloud Platform Permission Set License to Salesforce Classic users.
- C. Assign the Health Cloud Permission Set License and the Health Cloud Platform Permission Set License to Salesforce Lightning users.
- D. Install the Utilization Management Extensions.

Answer: (SHOW ANSWER)

According to the Health Cloud Implementation Guide, the two steps that need to be taken during the set-up process for Utilization Management are:

Install the Health Cloud Care Request Extensions unmanaged package. This package contains custom objects, fields, layouts, tabs, and components for Utilization Management.

Assign the Health Cloud Permission Set License and the Health Cloud Platform Permission Set License to Salesforce Lightning users. These licenses enable access to Health Cloud features and functionalities for Lightning Experience. Assigning the Health Cloud Permission Set License and Health Cloud Platform Permission Set License to Salesforce Classic users is not necessary

for Utilization Management. Installing the Utilization Management Extensions is not a valid step for Utilization Management.

NEW QUESTION: 40

Bloomington Caregivers uses Health Cloud and has an integration setup with an external payer system.

Which three business level APIs should a consultant recommend to help the payer organization electronically receive requests for services?

- A. Admission, Discharge, and Transfer (ADT)
- B. Prior Authorization
- C. Care Services
- D. Benefit Verification
- E. Referral Request

Answer: (SHOW ANSWER)

To help the payer organization electronically receive requests for services from Bloomington Caregivers, a consultant should recommend the following business level APIs:

Prior Authorization API: This API allows Bloomington Caregivers to create requests for prior authorization for services that require approval from the payer organization. The API also allows Bloomington Caregivers to update or cancel existing requests or query the status of requests⁹.

Care Services API: This API allows Bloomington Caregivers to create requests for care services that are covered by the payer organization's benefit plans. The API also allows Bloomington Caregivers to update or cancel existing requests or query the status of requests¹⁰.

Referral Request API: This API allows Bloomington Caregivers to create requests for referrals to other providers that are part of the payer organization's network. The API also allows Bloomington Caregivers to update or cancel existing requests or query the status of requests¹¹.

Admission, Discharge, and Transfer (ADT) API or Benefit Verification API are not business level APIs that can fulfill this requirement.

NEW QUESTION: 41

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

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

Answer: D (LEAVE A REPLY)

To view medication data from Health Cloud leveraging FHIR standards, a consultant should use the clinical data model. This data model is built to align with HL7's FHIR R4 and provides objects and fields to store and access clinical information such as medications, conditions, encounters, observations, and more⁶. The clinical data model also supports FHIR APIs to enable interoperability between Health Cloud and external systems that use FHIR standards⁷. Integrated

Care Management data model, Electronic health record (EHR) data model, or Virtual Care data model are not data models that can fulfill this requirement.

NEW QUESTION: 42

A provider wants to set up a Contact Center leveraging Health Cloud to enable its patients to set up appointments, get answers to their billing questions, and update their plan information.

Which group of people should a consultant work with to identify pain points and define project requirements?

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

Answer: B (LEAVE A REPLY)

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

(Persona) Contact Center agent: This is the end user who interacts with patients through phone calls, emails, chats, or other channels. The Contact Center agent needs to have access to patient information, appointment scheduling, billing inquiries, plan updates, and other tasks in Health Cloud. The consultant should work with the Contact Center agent to understand their needs, challenges, and expectations from the system.

(Stakeholder) Salesforce administrator: This is the person who configures and maintains the Health Cloud system for the Contact Center. The Salesforce administrator needs to set up user profiles, permissions, page layouts, workflows, reports, dashboards, and other features in Health Cloud. The consultant should work with the Salesforce administrator to understand the technical requirements, limitations, and best practices for setting up the system.

(Stakeholder) Integration architect: This is the person who designs and implements the integration between Health Cloud and other external systems, such as EHRs, billing systems, or third-party applications. The integration architect needs to ensure that data is exchanged securely and accurately between Health Cloud and other systems. The consultant should work with the integration architect to understand the integration requirements, challenges, and solutions for the system. General physician, Marketing Cloud administrator, Care coordinator, Tableau developer or MuleSoft developer are not relevant people for this use case.

NEW QUESTION: 43

How can Code Sets be managed in Health Cloud?

- A. Health Cloud provides a Code Sets data model that is pre-populated with industry standard procedures and diagnostic code sets.
- B. Health Cloud does not provide a Code Sets data model
- C. Health Cloud provides a Code Sets data model that must be populated from an external source.
- D. Health Cloud provides a Code Sets data model that is pre-integrated to authoritative sources to ensure the latest code sets are always available.

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

Reference and details below.

NEW QUESTION: 44

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

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

According to the Salesforce documentation², there are two ways to capture consent from enrollees of a care program:

By talking to an agent via phone who then enrolls the patient using the Enroll in Program quick action in Health Cloud².

By using a self-service portal via a community where the enrollee can view and sign the consent document electronically using DocuSign or Adobe Sign². Therefore, options C and E are correct. Option A is incorrect, because web chat is not a supported channel for capturing consent in Health Cloud. Option B is incorrect, because email-to-case is not a supported feature for enrolling in a care program. Option D is incorrect, because SMS is not a supported channel for capturing consent in Health Cloud.

NEW QUESTION: 45

A provider is looking to implement Utilization Management in Health Cloud and submit and track prior authorizations. Which two capabilities should a consultant customize to achieve this?

- A. Create a new UtilizationManagementSettings record in Custom Settings.
- B. Create a new Support Process to match the customer's process steps.
- C. Integrate using MuleSoft Direct for electronic Prior Authorizations (ePA).
- D. Customize the Service Request object.

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

The two capabilities that a consultant should customize to implement Utilization Management in Health Cloud and submit and track prior authorizations are creating a new Support Process to match the customer's process steps and customizing the Service Request object. A Support Process defines the picklist values available for the Status field on a Service Request record, which represents a prior authorization request. The consultant can create a new Support Process to match the customer's process steps, such as Submitted, Approved, Denied, or Pending. The Service Request object stores information about the prior authorization request, such as the patient, the provider, the service type, and the outcome. The consultant can customize this object by adding or removing fields, creating validation rules, or defining page layouts.

NEW QUESTION: 46

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

Answer: B (LEAVE A REPLY)

According to the Salesforce documentation², Care Observations is an object in Health Cloud that is used to store the data for patient's smartwatch to display within the Remote Monitoring charts. Care Observations include information such as the observation type, value, unit, date, and time. Care Observations can be created from various sources, such as connected devices, manual entry, or external systems².

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NEW QUESTION: 47

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

- A. Permission Set Groups
- B. Profiles

- C. Contact Roles on case
- D. Permission Sets
- E. Case Team Roles

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

Reference and details below.

NEW QUESTION: 48

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

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

According to the Health Cloud Implementation Guide, the recommended best practice for modeling members in Health Cloud for a payer service cloud org that uses accounts and contacts to model health insurance members is to model them as person accounts, whether they are using Health Cloud capabilities or not. Person accounts are a type of account that combines account and contact information in a single record. They are suitable for representing individual consumers in healthcare and life sciences. Using person accounts for all members can simplify data management and avoid data duplication. Only groups needing Health Cloud capabilities need to use person accounts is not a recommended best practice, as it can create inconsistency and complexity in data modeling. Account record types for existing members can remain as-is is not a recommended best practice, as it can limit the functionality and integration of Health Cloud features. Using the individual model with Health Cloud is not a valid option, as the individual model is not supported by Health Cloud.

NEW QUESTION: 49

Within Health Cloud Console, there are two apps available for use depending on work preferences, which console is available within Lightning Experience?

- A. Health Cloud - Worklist
- B. Health Cloud - Individual
- C. Health Cloud - Personal
- D. Health Cloud - Console

Answer: ([SHOW ANSWER](#))

According to the Health Cloud Implementation Guide, Health Cloud - Console is the console that is available within Lightning Experience. It is a customizable workspace that allows users to view and manage multiple records on a single screen.

NEW QUESTION: 50

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: ([SHOW ANSWER](#))

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: 51

A customer wants to leverage dependent intervention tasks as part of their care coordination solution using Integrated Care Management.

Which feature should a consultant configure to accomplish this task?

- A. Intervention Templates
- B. Action Plan Templates
- C. Care Plan Task Templates
- D. Industry Template Library

Answer: ([SHOW ANSWER](#))

The feature that the consultant should configure to leverage dependent intervention tasks as part of their care coordination solution using Integrated Care Management is Action Plan Templates. Action Plan Templates are reusable sets of tasks that can be assigned to patients or members based on their care needs. Action Plan Templates can include dependent tasks that are triggered by the completion of other tasks.

NEW QUESTION: 52

Prior to go-live for Bloomington Caregivers, a consultant loads the future system users into Salesforce.

Which two permission set licenses should the consultant assign to the users to give them access to Health Cloud?

- A. Health Cloud Foundation permission set license
- B. Health Cloud permission set license
- C. Health Cloud Standard permission set license
- D. Health Cloud Platform permission set license

Answer: ([SHOW ANSWER](#))

The users need both the Health Cloud permission set license and the Health Cloud Standard permission set license to access Health Cloud features. The Health Cloud Foundation permission set license is for users who only need access to the Health Cloud data model, and the Health Cloud Platform permission set license is for users who need access to the Health Cloud Lightning components³.

NEW QUESTION: 53

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?

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

Answer: B,D (LEAVE A REPLY)

To migrate from the legacy Health Cloud EHR data model to the FHIR R4 clinical data model, a consultant needs to leverage the Health Cloud FHIR API and map objects and fields to the target objects. The Health Cloud FHIR API enables interoperability between Health Cloud and external systems that use FHIR standards. The mapping process ensures that the data is transformed and loaded into the correct objects and fields in Health Cloud. Using the Health Cloud Clinical Transition tool, using Data Loader to load the respective data, or creating an Apex class and leveraging Intelligent Appointment Management are not recommended steps for this migration².

NEW QUESTION: 54

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: 55

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.

NEW QUESTION: 56

A Salesforce technical architect is migrating a service cloud org to health cloud and needs to update existing integrations to create records in health cloud objects instead of creating records in custom objects. Which unique health cloud considerations apply regarding the use of APIs in this case?

- A. Health Cloud uses Business API's that should be used instead of object level API's
- B. Only object level APIs should be used as Business APIs are not used for record creation.
- C. Health cloud and custom objects both leverage the same object -level API approach. No unique health cloud considerations apply.
- D. Any combination of object-level APIs and business APIs may be used.

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

According to the Salesforce documentation², Health Cloud uses Business APIs that should be used instead of object level APIs when creating records in Health Cloud objects. Business APIs are custom REST APIs that perform complex business logic and validations on Health Cloud objects. Object level APIs are standard REST or SOAP APIs that perform CRUD operations on individual objects. Business APIs ensure data integrity and consistency across Health Cloud objects, while object level APIs may result in data errors or inconsistencies².

NEW QUESTION: 57

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: 58

Which steps should a salesforce administrator complete to set up a warehouse that serves as a product fulfillment location to salesforce representative in a specific region, irrespective of the account? (Choose three)

- A. Create Inventory Location and add Visitor Address as Location Address.
- B. Create Record in Product Fulfillment Location.
- C. Set-up Product Transfer and product request.
- D. Select inventory location while creating visit
- E. Create a product item entry inventory, a single entry for each product that will be replenished from industry.

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

According to the [Intelligent Sales for Medical Devices Implementation Guide], to set up a warehouse that serves as a product fulfillment location to salesforce representatives in a specific region, irrespective of the account, a salesforce administrator should complete the following steps:

Create Inventory Location and add Visitor Address as Location Address. This step creates a record for the warehouse location and associates it with a visitor address.

Create Record in Product Fulfillment Location. This step defines the product fulfillment location for the inventory location and assigns it to a specific region.

Create a product item entry inventory, a single entry for each product that will be replenished from industry. This step adds the products that will be available in the warehouse location and specifies their quantity and expiration date. Setting up Product Transfer and Product Request are not required steps for setting up a warehouse location. Selecting inventory location while creating visit is not a step for setting up a warehouse location, but for creating a visit record.

NEW QUESTION: 59

Which two health cloud specific setting must be configuration Health cloud org has lightning experience enabled person account..... (Choose two)

- A. Under Custom Metadata Types, enable the Health cloud Setting
- B. Disable "Use Individual Data Model" in custom setting

- C. Under Custom Metadata Types, Update the Health cloud 'HCFeature'...
- D. Enable "Use Person Accounts" custom setting.
- E. Under Custom Metadata Types, Create a mapping records for Person accounts.

Answer: C,E (LEAVE A REPLY)

Under Custom Metadata Types, Update the Health cloud 'HCFeature'... and Under Custom Metadata Types, Create a mapping records for Person accounts (E) are two Health Cloud specific settings that must be configured in a Health Cloud org that has Lightning Experience enabled person account. Under Custom Metadata Types, enable the Health cloud Setting (A) and Disable "Use Individual Data Model" in custom setting (B) are not required settings for Health Cloud. Enable "Use Person Accounts" custom setting (D) is not a valid setting in Health Cloud.

NEW QUESTION: 60

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.

NEW QUESTION: 61

Which 3 of the components are customizable in HC?

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

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

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.

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NEW QUESTION: 62

A customer is looking to implement Discovery Framework to manage their intake and clinical assessments.

Which three capabilities should a consultant configure with Health Cloud out-of-the-box to enhance their assessment functionality?

- A. FHIR Question Bank
- B. Using Previously Submitted Responses
- C. Digital Signature Capture
- D. Adding a QR Code
- E. SMS Assessment Completion

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

To enhance their assessment functionality with Discovery Framework, a consultant should configure the following capabilities with Health Cloud out-of-the-box:

Using Previously Submitted Responses: This capability allows users to pre-populate assessment questions with responses from previous assessments, saving time and effort. Users can also edit the responses if needed¹.

Digital Signature Capture: This capability allows users to capture electronic signatures from patients or other parties on the assessment form, ensuring consent and compliance. Users can also view and download the signed document as a PDF file².

Adding a QR Code: This capability allows users to generate a QR code for the assessment form, which can be scanned by patients or other parties to access and complete the assessment on their mobile devices. Users can also track the status of the QR code and send reminders if needed³. FHIR Question Bank or SMS Assessment Completion are not capabilities that are available with Health Cloud out-of-the-box.

NEW QUESTION: 63

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: 64

A provider would like to create Salesforce reports to analyze patient outcomes and patient referrals.

Which three steps should a consultant recommend as part of the reporting setup to ensure the provider can view this report appropriately?

- A. Enable the enhanced Analytics for Healthcare setting in Setup.
- B. Create custom report types for clinical objects.
- C. Assign appropriate permissions to internal users.
- D. Leverage the Patient Referral Management unmanaged package.
- E. Adjust template care management reports and dashboards.

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

To create Salesforce reports to analyze patient outcomes and patient referrals, a consultant should recommend the following steps:

Create custom report types for clinical objects, such as Condition, Medication, or Encounter, to access the data stored in Health Cloud's clinical data model¹.

Assign appropriate permissions to internal users, such as the Health Cloud Analytics permission set, to enable them to view and create reports and dashboards².

Adjust template care management reports and dashboards, such as Patient Outcomes or Patient Referrals, to customize them for the customer's specific needs^{3,4}. Enabling the enhanced Analytics for Healthcare setting or leveraging the Patient Referral Management unmanaged package are not required steps for this requirement.

NEW QUESTION: 65

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: 66

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: 67

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: 68

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

- A. Healthcare Practitioner Facility

- B. Healthcare Provider Relationship
- C. Healthcare Taxonomy
- D. Account Contact Relationship

Answer: A (LEAVE A REPLY)

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

NEW QUESTION: 69

Bloomington Caregivers needs to easily view all of the complex associations between patients, personal relationships, healthcare practitioners, other people, and organizations in healthcare. Which Health Cloud feature should a consultant leverage to meet this requirement?

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

Answer: (SHOW ANSWER)

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

NEW QUESTION: 70

Service cloud organization is migrating to health cloud, and only certain teams of users have health cloud use cases. Which Users with health cloud use cases or users who need access to health cloud objects require health cloud permission set licences.

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

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

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

Care request reviews (B), Care request drug, and Care request diagnosis (D) are three types of ancillary information that can be included in a single care request. Care request providers (A) and Care request facility (E) are not types of ancillary information, but types of related records that can be associated with a care request.

NEW QUESTION: 71

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: 72

Bloomington Caregivers wants to show its end users highlighted information about its providers that work at specific facilities, in one place. This would include provider contact details and the provider's specialty at a given facility. Which Health Cloud feature should a consultant implement to fulfill this requirement?

- A. Provider Relationship Card
- B. Provider Network Management
- C. Facility Relationship Center
- D. HCProvider360 FlexCard

Answer: A (LEAVE A REPLY)

To show end users highlighted information about providers that work at specific facilities, a consultant should implement the Provider Relationship Card feature. This feature allows end users to view information such as provider name, contact details, specialty, role, facility name, and relationship status on a card-like interface on the Facility record page. Provider Network Management, Facility Relationship Center, or HCProvider360 FlexCard are not features that can fulfill this requirement.

NEW QUESTION: 73

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

- A. Starting a new blank care plan
- B. Signing enrollment consent form
- C. Seeing a list of all product and selecting applicable products
- D. Selecting the provider associate with a product
- E. Creating a new care program

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

According to the [Health Cloud Implementation Guide], the three actions that are possible in the program enrollment flow when adding in 'Enroll in Program' quick action to a record are:

Starting a new blank care plan. This action allows you to create a new care plan for the patient based on their needs and goals.

Signing enrollment consent form. This action allows you to capture the patient's consent for enrolling in a program using an e-signature tool.

Selecting the provider associated with a product. This action allows you to choose the provider who will deliver the product or service to the patient as part of the program. Seeing a list of all products and selecting applicable products is not an action in the program enrollment flow.

Creating a new care program is not an action in the program enrollment flow.

NEW QUESTION: 74

Which industry data standard should a with Health Cloud?

- A. Personal Health Record (PHR)
- B. Clinical Data Acquisition
- C. HL7 v1 Messaging
- D. FHIRR4

Answer: D (LEAVE A REPLY)

FHIRR4 is the industry data standard that a consultant should use with Health Cloud. FHIRR4 stands for Fast Healthcare Interoperability Resources Release 4, and it is a standard for exchanging healthcare information electronically. FHIRR4 enables interoperability between different systems and applications, and supports a variety of use cases, such as clinical, administrative, and financial.

NEW QUESTION: 75

Which entity in Health cloud is used to store the details of a vaccine being administrated?

- A. Procedure
- B. Patient Immunization
- C. Medication
- D. Encounter

Answer: B (LEAVE A REPLY)

According to the Salesforce documentation, Patient Immunization is an object in Health Cloud that is used to store the details of a vaccine being administered. It includes information such as the vaccine name, lot number, manufacturer, route of administration, site of administration, dose quantity, dose unit, expiration date, and adverse reaction.

NEW QUESTION: 76

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

- A. CareSpeciality
- B. CarePlan Template Task

- C. TimelineViewConfiguration
- D. CareProgramGoal
- E. CarePlanGoal

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

According to the Health Cloud Data Model Developer Guide, CarePlan Template Task, TimelineViewConfiguration, and CarePlanGoal are three Health Cloud objects that are part of the standard Care Management data model. CarePlan Template Task is a custom object that represents a task that is part of a care plan template. TimelineViewConfiguration is a custom object that defines how to display timeline events for a care plan. CarePlanGoal is a custom object that represents a goal that is part of a care plan. CareSpeciality and CareProgramGoal are not Health Cloud objects that are part of the standard Care Management data model.

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NEW QUESTION: 77

Which three statement are true about a Care Program? (Choose 3)

- A. More than 500 patients can be enrolled in a care program in a single request using the Care Program Enrollment.
- B. CareProgramEnrollee represents the participant enrolled in a care program
- C. A Patient can be enrolled in multiple care programs at the same time.
- D. A Patient cannot be enrolled in the same care program more than once.
- E. A patient can be enrolled in the same care program more than once.

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

NEW QUESTION: 78

A pharma company wants the ability to:

- * Upload a patient's insurance card, including automatic Member Plan record creation
- * Run a benefits verification check
- * Schedule on behalf of the patient with a provider

Which set of Health Cloud capabilities should enable the company to build this business process?

- A. Intelligent Document Automation, Intelligent Appointment Management, Intelligent Document Reader, Benefits Verification

B. Virtual Care, Intelligent Appointment Management, Intelligent Document Automation, Intelligent Document Reader

C. Intelligent Appointment Management, Benefits Verification, Intelligent Document Automation, eFax Integration

D. Utilization Management, Care Management, Intelligent Document Automation, Intelligent Appointment Management

Answer: A (LEAVE A REPLY)

The set of Health Cloud capabilities that should enable the company to build this business process are Intelligent Document Automation, Intelligent Appointment Management, Intelligent Document Reader, and Benefits Verification. Intelligent Document Automation allows the company to upload a patient's insurance card and automatically create a Member Plan record. Intelligent Appointment Management allows the company to schedule on behalf of the patient with a provider. Intelligent Document Reader allows the company to extract data from the insurance card and populate the Member Plan fields. Benefits Verification allows the company to run a benefits verification check using a third-party service.

NEW QUESTION: 79

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

A. Create a new case record type for each Care Request 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 any existing case record type for each Care Request type.

E. Choose case Care Request record type for each Care Request configuration.

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

To set up care requests, you need to do the following steps3:

Install the Utilization Management unmanaged package for Health Cloud and assign the Health Cloud Utilization Management permission set to users along with Health Cloud permission set licenses.

Create a new case record type for each care request type.

Choose the Case Care Request record type for each care request configuration.

NEW QUESTION: 80

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

A. Health Cloud helps HLS organization achieve HIPAA Compliance

B. Health cloud is HIPAA certified

C. Health cloud is HITRUST certified

D. Health cloud is GDPR certified

E. Health cloud is HL-7 Compliant

Answer: (SHOW ANSWER)

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

NEW QUESTION: 81

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

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

Answer: (SHOW ANSWER)

To ensure compliance with HIPAA regulations, a Health Cloud feature that is essential is user authentication and access control. This feature allows Health Cloud administrators to verify the identity of users who access patient health information and assign appropriate permissions and sharing rules to limit their access to the minimum necessary². User authentication and access control helps protect patient privacy and prevent unauthorized access or disclosure of protected health information (PHI). Real-time monitoring and alerts, social media integration, or data visualization and analytics are not features that directly help ensure HIPAA compliance.

NEW QUESTION: 82

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 requirement³.

NEW QUESTION: 83

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: (SHOW ANSWER)

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: 84

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: 85

Which Permission Set Licenses and Permission Sets need to be assigned to users to leverage Utilization Management' (Choose three)

- A. Health Cloud Analytics Permission Set
- B. Health Cloud Platform Permission Set License
- C. Health Cloud Utilization Management Permission Set
- D. Health Cloud Permission Set License
- E. Health Cloud Foundation Permission Set

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

To leverage Utilization Management features in Health Cloud, users need to have Health Cloud Permission Set License, Health Cloud Utilization Management Permission Set, and Health Cloud Foundation Permission Set. Health Cloud Permission Set License grants access to the Health

Cloud platform objects and features. Health Cloud Utilization Management Permission Set grants access to utilization management objects so users can manage care requests and reviews. Health Cloud Foundation Permission Set assigns read access to additional Health Cloud platform capabilities⁴. Health Cloud Analytics Permission Set and Health Cloud Platform Permission Set License are not required for Utilization Management.

NEW QUESTION: 86

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: 87

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 drive performance and scalability for Provider Search, a consultant should leverage the Data Processing Engine tool in Health Cloud. This tool allows pharma companies to map and transform the source data from the Provider Data Model into a searchable object called Care Provider Searchable Field. The Data Processing Engine also syncs the data with the Care Provider Searchable Field object once a day or manually as needed¹². This process reduces the search time and improves the accuracy of the results. Flow for Industries, Pipeline Analytics, or Business Rules Engine are not tools that can fulfill this requirement.

NEW QUESTION: 88

Which type of files can be uploaded as Consent Documents in secure folders of Health Cloud for a Care Program? (Choose two)

- A. Files that are smaller than 2 - Simple Application 5MB

- B. Copy-protected PDF files
- C. Password protected files
- D. Opt out consent documents
- E. Authorization consent forms

Answer: A,E (LEAVE A REPLY)

According to the Salesforce documentation¹, consent documents are files that capture the enrollee's consent to participate in a care program. Consent documents can be uploaded as PDF, DOC, DOCX, or JPG files in secure folders of Health Cloud for a care program. The file size limit for consent documents is 2 MB¹. Therefore, options C and D are correct. Option A is incorrect, because copy-protected PDF files cannot be uploaded as consent documents. Option B is incorrect, because opt out consent documents are not used to enroll in a care program, but to withdraw from it. Option E is incorrect, because password protected files cannot be uploaded as consent documents.

NEW QUESTION: 89

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: A (LEAVE A REPLY)

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: 90

Which three are steps required to configure Health Cloud? (Choose three.)

- A. Enable the option for contacts to relate to multiple accounts.
- B. Install the Health Cloud Managed Package.
- C. Verify that Chatter Is enabled.
- D. Configure the console view.
- E. Install Health Cloud Unmanaged Packages.

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

To configure Health Cloud, the following steps are required¹:

Enable the option for contacts to relate to multiple accounts. This feature allows contacts to be associated with more than one account, which is essential for modeling complex relationships in healthcare.

Install the Health Cloud Managed Package. This package contains the core objects, fields, tabs, components, and other elements that make up Health Cloud.

Configure the console view. This step involves customizing the Health Cloud console app to suit your needs and preferences. You can add or remove tabs, components, page layouts, and other features to optimize your user experience.

Verify that Chatter is enabled. Chatter is a collaboration tool that allows users to communicate and share information within Health Cloud. Chatter is enabled by default in most orgs, but you can check your settings to make sure.

Install Health Cloud Unmanaged Packages. These packages are optional and provide additional functionality for specific use cases, such as utilization management, care programs, or provider search.

NEW QUESTION: 91

Bloomington Caregivers wants to share details about a patient's medical condition with Bedrock Hospitals through an integration. What should a consultant recommend as the appropriate method for Bedrock to access the information leveraging Health Cloud functionality?

- A. Expose the MedicalCondition object through an Apex class.
- B. Integrate using the FHIR Clinical API
- C. Use the FHIR Patient API through DataRaptor
- D. Leverage the MedicalCondition Integration Procedure.

Answer: (SHOW ANSWER)

B is correct because integrating using the FHIR Clinical API is the appropriate method for Bedrock to access the information leveraging Health Cloud functionality. The FHIR Clinical API is a RESTful API that allows external systems to access and exchange clinical data stored in Health Cloud, such as AllergyIntolerance, Condition, MedicationOrder, and Procedure. The FHIR Clinical API uses the FHIR standard, which is a widely adopted interoperability standard for healthcare data.

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NEW QUESTION: 92

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: 93

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: (SHOW ANSWER)

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: 94

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

Answer: (SHOW ANSWER)

According to the Health Cloud Implementation Guide, the recommended best practice for modeling members in Health Cloud for a payer service cloud org that uses accounts and contacts to model health insurance members is to model them as person accounts, whether they are using Health Cloud capabilities or not. Person accounts are a type of account that combines account and contact information in a single record. They are suitable for representing individual consumers in healthcare and life sciences. Using person accounts for all members can simplify data management and avoid data duplication. Only groups needing Health Cloud capabilities need to use person accounts is not a recommended best practice, as it can create inconsistency and complexity in data modeling. Account record types for existing members can remain as-is is not a recommended best practice, as it can limit the functionality and integration of Health Cloud features. Using the individual model with Health Cloud is not a valid option, as the individual model is not supported by Health Cloud.

NEW QUESTION: 95

A bug is assigned to a developer stating that when an address contains data in the Address Line 2 field, the FlexCard display adds additional line, causing formatting issues.

How should the developer handle this in a DataRaptor without changing the underlying data structures?

- A. Modify the Extract DataRaptor to concatenate the address fields by using a formula.
- B. Replace the Extract DataRaptor with a Transform DataRaptor to convert the data as needed.
- C. Create a new Turbo Extract DataRaptor to trim the Address data in both fields.
- D. Add a Load DataRaptor to write the data into one new custom field.

Answer: (SHOW ANSWER)

The developer should modify the Extract DataRaptor to concatenate the address fields by using a formula to handle this bug. An Extract DataRaptor is a component in OmniStudio that allows the developer to query data from Salesforce objects and display it on a FlexCard. The developer can use a formula to concatenate the address fields into one field and avoid adding an extra line when Address Line 2 contains data.

NEW QUESTION: 96

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: 97

An agent at a MedTech company requires a UI component that displays customer data and contains a link to create a new order. Once clicked, the link starts a process to build a new order and displays the available products for purchase. Which three OmniStudio capabilities are required to solve this use case?

A. DataRaptors

B. OmniScript

C. FlexCards

D. Document Generation

E. Integration Procedures

Answer: (SHOW ANSWER)

To solve the use case of creating a new order and displaying available products for purchase, a developer should leverage the following OmniStudio capabilities:

OmniScript: This is a capability that allows developers to create guided flows that capture user inputs and execute business logic. OmniScript can be used to create a process that builds a new order based on customer data and product selection⁹.

FlexCards: This is a capability that allows developers to create reusable UI components that display data from various sources. FlexCards can be used to create a component that shows customer data and contains a link to start the OmniScript flow¹⁰.

Document Generation: This is a capability that allows developers to create documents based on templates and data from various sources. Document Generation can be used to create an order

confirmation document that shows the details of the order and products purchased¹. DataRaptors or Integration Procedures are not required capabilities for this use case.

NEW QUESTION: 98

Bloomington Caregivers would like to display patient information from both Salesforce standard objects and data from an external system.

Which three Health Cloud features should a consultant recommend the company use to display this on the patient record page?

- A. Visualforce Pages
- B. Salesforce Flows
- C. FlexCards
- D. Integration Procedures
- E. DataRaptors

Answer: (SHOW ANSWER)

FlexCards are Health Cloud features that allow users to view and navigate to critical information on a patient's profile, such as insurance, clinical, and primary care physician information¹. FlexCards can also display data from external sources, such as EHR systems or medical devices².

Integration Procedures are OmniStudio features that enable users to read and write data from Salesforce and from external systems³. An Integration Procedure can be called from an OmniStudio component such as an OmniScript or FlexCard, an API, or even from an Apex method³.

DataRaptors are OmniStudio features that allow users to read, transform, and write Salesforce data⁴. DataRaptors can also trim, map, restructure, and transform data in JSON, XML, or Custom Schema⁴.

These three features can be used together to display patient information from both Salesforce standard objects and data from an external system on the patient record page. For example, a FlexCard can call an Integration Procedure that uses a DataRaptor to query and transform the data from both sources, and then display the data on the FlexCard component.

Reference:

1: Use the Advanced Patient Card - Salesforce 2: Display Data from External Sources in the Advanced Patient Card - Salesforce 3: Get Started with OmniStudio Integration Procedures - Trailhead 4: Discover DataRaptor Types - Trailhead

NEW QUESTION: 99

An Health Cloud administrator has setup risk recalculation by setting the recalculate flag to true, but is not seeing the recalculation score for the patient. Which of the following is mostly likely the reason why the recalculation score for the patient is not displaying?

- A. CMS risk scores cannot be recalculated in Health Cloud.
- B. CMS risk scores should be recalculated using only third party APIs.
- C. Risk scores are recalculated only for patients that are affiliated with a Care Program.

D. Risk scores can only be calculated using the CMS recalculation API.

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

Risk scores are recalculated only for patients that are affiliated with a Care Program is the most likely reason why the recalculation score for the patient is not displaying. CMS risk scores can be recalculated in Health Cloud (A), so this is not a reason for the score not displaying. CMS risk scores can be recalculated using both third party APIs and Salesforce APIs (B), so this is not a reason for the score not displaying. Risk scores can be calculated using both the CMS recalculation API and other methods (D), so this is not a reason for the score not displaying.

NEW QUESTION: 100

How should a consultant at a large provider system model a patient in Health Cloud?

- A. Configure Account
- B. Leverage Contact-Contact
- C. Configure Contact
- D. Leverage Person Account

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

D is correct because leveraging Person Account is the recommended way to model a patient in Health Cloud. A Person Account is a special type of account that combines the attributes of an account and a contact. It allows users to store information about individual people, such as name, address, phone number, email, and health details. 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.

NEW QUESTION: 101

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

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

Answer: ([SHOW ANSWER](#))

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

NEW QUESTION: 102

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

Answer: (SHOW ANSWER)

B is correct because Care Request and Care Request Item are the standard objects in Health Cloud that are used to set up prior authorizations. Care Request represents a request for authorization of a service or procedure, and Care Request Item represents a specific service or procedure within the request. These objects can be integrated with an external system that manages the end-to-end prior authorization process, and display the preauthorization outcomes from that system.

NEW QUESTION: 103

Which three statements about the patient timeline view are true? (Choose three.)

- A. The patient timeline can be used in any Salesforce application.
- B. Events can be specified to appear when the Health Cloud home page first loads.
- C. The patient timeline is a Health Cloud Empower component.
- D. The patient timeline supports standard and custom objects.
- E. Filters can be used to limit the number of records shown in the patient timeline.

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

Events can be specified to appear when the Health Cloud home page first loads (B), the patient timeline supports standard and custom objects (D), and filters can be used to limit the number of records shown in the patient timeline (E) are three statements that are true about the patient timeline view. The patient timeline cannot be used in any Salesforce application (A), as it is specific to Health Cloud. The patient timeline is not a Health Cloud Empower component, but a standard component in Health Cloud.

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