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NEW QUESTION: 1

A customer compliance department requires encryption at rest, notification of activities, and extensive field tracking.

What are some key considerations and recommended practices for supporting compliance in Salesforce?

- A.** Use the Salesforce Security Health Check to Identify vulnerabilities, implement custom profiles and permission sets to control data access, and configure Data Loss Prevention policies to prevent data leakage.
- B.** Enable Field Audit Trail, implement encryption for sensitive data, and configure two-factor authentication for all users.
- C.** Enable Salesforce Shield to monitor data access and usage, configure Data Classification for sensitive data, and use Event Monitoring to track user activity.
- D.** Use Role Hierarchy to control data access, implement password policies for user accounts, and use IP Restrictions to limit access to trusted networks.

Answer: C (LEAVE A REPLY)

Salesforce Shield provides the necessary tools to meet the compliance requirements of encryption at rest, activity notifications, and extensive field tracking. Below are the key considerations and practices:

- * Enable Salesforce Shield:
- * Platform Encryption: Encrypt sensitive data at rest to comply with regulations such as HIPAA and GDPR.
- * Field Audit Trail: Tracks changes to data, offering up to 10 years of historical data retention for auditing purposes.
- * Event Monitoring: Monitors user activities such as logins, data exports, and API calls to detect and respond to potential security threats.

* Configure Data Classification:

* Assign data sensitivity levels to fields (e.g., "Confidential," "Restricted") to help manage compliance requirements.

* Use Event Monitoring:

* Tracks user actions and system usage to ensure transparency and accountability, which is essential for audits.

Why Other Options Are Incorrect:

* A: Security Health Check and Data Loss Prevention policies are useful but do not address encryption or comprehensive compliance tracking.

* B: Two-factor authentication enhances security but does not address monitoring or extensive field tracking.

* D: Role hierarchy and IP restrictions control access but do not address encryption, tracking, or activity monitoring.

References:

Salesforce Shield Overview

Event Monitoring Documentation

NEW QUESTION: 2

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

Which capability should a consultant recommend for this use case?

A. Intelligent Appointment Management

B. Telehealth

C. Virtual Care

D. Integrated Care Management

Answer: C (LEAVE A REPLY)

The Virtual Care capability in Salesforce Health Cloud enables care providers to conduct video consultations with patients. This functionality is specifically designed to facilitate telemedicine appointments, including addressing social determinants of health (SDOH) that may impact patient care.

Key Features of Virtual Care:

* Video Visits: Supports secure and HIPAA-compliant video calls between providers and patients.

* Integration with Care Plans: Allows discussions of SDOH within the context of the patient's care plan, promoting holistic care.

* Scheduling and Notifications: Integrates with scheduling systems to set up and notify patients of video appointments.

Why Other Options Are Incorrect:

* Intelligent Appointment Management: Focuses on optimizing in-person appointment scheduling rather than telehealth services.

* Telehealth: While closely related, the specific Salesforce Health Cloud term for video consultations is

"Virtual Care."

* Integrated Care Management: Manages care plans and tasks but does not directly address video consultations.

References:

Virtual Care Overview

NEW QUESTION: 3

A MedTech company needs to manage its run rare business to ensure contract compliance for its customers.

Which two features of Health Cloud should a consultant recommend the company use?

Choose 2 answers

- A. Remote Device Monitoring
- B. Advanced Account Forecasting
- C. MedTech Accelerator
- D. Sales Agreements

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

A payer needs to enable its agents to answer questions from members regarding their benefits coverage. The payer has already set up the required objects to be populated with the necessary information through an integration.

Which Health Cloud should a consultant recommend for the record page?

- A. Eligibility Validation
- B. Benefits Coverage
- C. Coverage Confirmation
- D. Benefits Verification

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

The Benefits Verification component in Salesforce Health Cloud is designed to help agents respond to member inquiries regarding benefits coverage. This feature integrates seamlessly with Health Cloud objects and data, offering agents real-time access to benefit information.

Key Features of Benefits Verification:

- * Real-Time Verification: Displays benefits data retrieved through integrations, allowing agents to answer member questions promptly.
- * Comprehensive Coverage Details: Includes plan benefits, covered services, and limits.
- * Customizable Layout: Can be configured on the record page to provide relevant benefit details in a user- friendly format.

Why Other Options Are Incorrect:

* A. Eligibility Validation: Focuses on determining program eligibility rather than detailed benefits coverage.

* B. Benefits Coverage: While related, it is not the specific tool designed for verifying benefits inquiries.

* C. Coverage Confirmation: Typically used for confirming specific services under a plan, not general benefits questions.

References:

Benefits Verification in Health Cloud

NEW QUESTION: 5

Bloomington Caregivers currently has the organization-wide default controlling patient access set to Private.

A new respiratory therapist is being added to support a patient at Bloomington Caregivers, and the therapist needs access to the patient's data.

How should an administrator grant access to the respiratory therapist using out-of-the-box Health Cloud features?

A. Add the respiratory therapist to the patient's Account Team and default access will be automatically granted.

B. Add the respiratory therapist to the patient's Care Team and grant Read or Read/Write access as needed.

C. Add the respiratory therapist to the patient's Account Team and grant Read or Read/Write access as needed.

D. Add the respiratory therapist to the patient's Care Team and default access will be automatically granted.

Answer: B (LEAVE A REPLY)

In Salesforce Health Cloud, granting access to patient data for healthcare providers or supporting personnel is efficiently managed through Care Teams.

Key Details:

* Care Teams in Health Cloud:

* A Care Team represents the group of professionals supporting a patient.

* Access levels (Read or Read/Write) can be explicitly granted to Care Team members.

* Implementation Steps:

* Navigate to the patient's record in Health Cloud.

* Open the Care Team section and add the respiratory therapist.

* Assign the appropriate Role (e.g., Respiratory Therapist).

* Specify the required access level (Read or Read/Write).

* Why Care Teams Are Preferred:

* Specific Roles: Clearly defines the roles of individuals supporting the patient.

* Access Flexibility: Provides fine-grained control over access to patient data.

Why Other Options Are Incorrect:

* A and C (Account Team): Account Teams are not designed for patient care management and lack the granularity required for healthcare scenarios.

* D (Care Team with Default Access): Default access is not automatically granted; permissions must be explicitly defined.

Supporting Documentation:

* Manage Care Teams in Health Cloud (help.salesforce.com)

* Role-Based Access in Health Cloud (developer.salesforce.com)

By leveraging Care Teams and assigning appropriate permissions, administrators can efficiently manage access to sensitive patient data while maintaining compliance with privacy regulations.

NEW QUESTION: 6

Bloomington Caregivers would like to bulk upload information to support Provider Search and Provider Relationship Card.

What are the two best practice recommendations to upload this information?

Choose 2 answers

A. Use Provider Relationship API.

B. Use Provider Card API.

C. Use Composite API Request.

D. Use Data Loader.

Answer: C,D (LEAVE A REPLY)

Bloomington Caregivers aims to bulk upload information to support Provider Search and the Provider Relationship Card in Salesforce Health Cloud. Implementing this requires populating various provider-related objects efficiently. Two best practice methods for achieving this are:

1. Using Composite API Requests (Answer C):

* Purpose: The Composite API allows for the creation and linking of multiple related records in a single API call. This is particularly beneficial when dealing with complex data models involving multiple objects, as it ensures data integrity and reduces the number of API calls.

* Implementation Steps:

* Prepare Data Payload: Structure your data in a JSON format that includes all necessary records and their relationships.

* Make Composite API Call: Use the Composite API to submit the data payload, which will process the creation of multiple records in a single transaction.

* Verify Data Integrity: After the API call, confirm that all records have been created and linked correctly.

* Advantages:

* Efficiency: Reduces the number of API calls by bundling multiple operations into one request.

* Atomic Transactions: Ensures that all operations succeed or fail together, maintaining data consistency.

Reference: For detailed guidance on using Composite API requests for provider data, refer to Salesforce's documentation: Import Data for Provider Cards.

2. Using Data Loader (Answer D):

Purpose: Data Loader is a client application provided by Salesforce that facilitates bulk data import and export. It's suitable for handling large volumes of data and supports the insertion, update, deletion, and export of Salesforce records.

Implementation Steps:

Prepare CSV Files: Organize your provider data into CSV files, ensuring that all required fields are populated and relationships are properly mapped.

Configure Data Loader: Install and set up Data Loader on your system, configuring it to connect to your Salesforce instance.

Import Data: Use Data Loader to insert or update records in Salesforce, following the correct sequence to maintain data relationships.

Verify Import Results: After the import, review success and error logs to ensure all records were processed correctly.

Advantages:

User-Friendly Interface: Provides a graphical interface for mapping fields and managing data operations.

Support for Large Data Volumes: Capable of handling up to 5 million records in a single operation.

Reference: For more information on using Data Loader for mass data uploads, see Salesforce's FAQ: Can I mass upload data into Salesforce?.

Conclusion:

By utilizing Composite API Requests and Data Loader, Bloomington Caregivers can efficiently bulk upload provider information to support Provider Search and the Provider Relationship Card in Salesforce Health Cloud. These methods ensure data integrity, streamline the import process, and enhance the functionality of provider-related features within the platform.

NEW QUESTION: 7

Bloomington Caregivers is implementing Health Cloud to streamline the process to register patients to care programs while capturing their consent. The company plans to leverage out-of-the-box Health Cloud features.

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

- A. program Enrollment Flow
- B. Program Eligibility OmniScript
- C. Care Plan Enrollment Flow
- D. Enrollment Consent OmniScript

Answer: (SHOW ANSWER)

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

Key Features of Program Enrollment Flow:

- * Consent Capture: Collects and records patient consent as part of the enrollment process.
- * Eligibility Verification: Integrates eligibility checks to ensure patients meet program requirements.
- * Streamlined Enrollment: Guides care coordinators through the steps to enroll patients into programs, ensuring consistency.

Why Other Options Are Incorrect:

- * B. Program Eligibility OmniScript: Focuses on determining program eligibility, not full enrollment with consent capture.
- * C. Care Plan Enrollment Flow: This flow relates to care plan assignments, not program registration.
- * D. Enrollment Consent OmniScript: This is not a standard Health Cloud feature; consent capture is integrated into the Program Enrollment Flow.

References:

Program Enrollment in Health Cloud

NEW QUESTION: 8

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

Answer: (SHOW ANSWER)

When launching a patient portal with contact tracing functionality as part of a Health Cloud implementation, it's crucial to select a license that supports advanced sharing capabilities and customizable dashboards for external patient users. The Customer Community Plus for Health Cloud license is the most appropriate choice to meet these requirements.

Key Features of Customer Community Plus for Health Cloud:

- * Advanced Sharing: This license offers advanced sharing capabilities, allowing for more granular control over data access. This ensures that patients can securely access their health information while maintaining compliance with privacy regulations.
- * Customizable Dashboards: With this license, users have access to customizable dashboards, enabling the presentation of personalized health data, appointment schedules, and other relevant information in an intuitive and user-friendly interface.

* **Enhanced Permissions:** Customer Community Plus provides enhanced permissions compared to the standard Customer Community license, including the ability for users to manage their own records and collaborate more effectively with healthcare providers.

Considerations:

* **User Access Requirements:** Assess the specific needs of your patient users, including the types of data they need to access and the level of interaction required within the portal. Customer Community Plus supports more complex use cases involving data sharing and collaboration.

* **Compliance and Security:** Ensure that the chosen license aligns with healthcare compliance standards, such as HIPAA, to protect patient information. The advanced sharing and security features of Customer Community Plus support adherence to these regulations.

References:

Experience Cloud for Health Cloud FAQ: This Salesforce Help article provides detailed information about the capabilities and features of Experience Cloud licenses tailored for Health Cloud, including advanced sharing and dashboard customization.

Salesforce

Editions & Pricing - Health Cloud: This Salesforce pricing page outlines the different Health Cloud editions and their features, helping to determine the most suitable license for your needs.

Salesforce

By selecting the Customer Community Plus for Health Cloud license, Bloomington Caregivers can provide their external patient users with a robust and secure portal experience, featuring advanced data sharing and customizable dashboards that enhance patient engagement and satisfaction.

NEW QUESTION: 9

A medical device organization needs to track account information and its geographical details to provide information to representatives onsite. Which three objects support this scenario?

Choose 3 answer

- A.** Location
- B.** Healthcare Facility
- C.** Facility Address
- D.** Clinic Location
- E.** Account

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

To track account information and its geographical details, the following objects in Salesforce Health Cloud support the scenario:

* **Location:**

* Represents the physical location of a healthcare facility, such as a hospital or clinic.

- * Tracks details like address, contact information, and geocoordinates for mapping purposes.
- * Facilitates integration with tools for location-based services or routing.
- * Healthcare Facility:
 - * Represents the organizational entity (e.g., hospital, clinic, or medical practice).
 - * Stores information about the type of facility, services offered, and affiliations with healthcare networks.
- * Facility Address:
 - * Stores detailed address information specific to a healthcare facility.
 - * Enables differentiation between multiple addresses for the same facility, such as billing and physical addresses.

Why Not the Other Options?

- * D. Clinic Location: This object is not part of Health Cloud's standard data model.
- * E. Account: While Account is central to tracking organization details, it does not specifically address geographical details.

Use Case Implementation: By combining Location, Healthcare Facility, and Facility Address objects, organizations can provide comprehensive geographical and organizational data to representatives, enabling efficient onsite operations.

References:

Health Cloud Data Model Documentation
 Geolocation Features in Salesforce

NEW QUESTION: 10

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

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

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

Answer: D (LEAVE A REPLY)

Using External Objects is the most efficient integration pattern for managing large volumes of data, such as claims. In this scenario, the claims data resides in an external system, and fetching 10 million records annually into Salesforce is neither scalable nor cost-effective.

External Objects allow Salesforce users to access the data on demand without storing it in Salesforce.

Key Features of External Objects:

- * **Real-Time Access:** Fetches claims data directly from the external system when a patient's record is accessed.
- * **Storage Efficiency:** Avoids consuming Salesforce storage limits by not importing the data.
- * **Flexible Integration:** External data sources such as OData can be configured to integrate with Salesforce.

Why Other Options Are Incorrect:

- * **A. Nightly Job:** Importing all claims into Salesforce daily would require excessive storage and processing resources.
- * **B. ESB Load:** Loading claims into Salesforce via an ESB introduces similar storage concerns as Option A.
- * **C. Callout on Demand:** While possible, storing claims data in Salesforce after a callout defeats the purpose of on-demand integration.

References:

External Objects in Salesforce

Integrating External Data with Salesforce Connect

NEW QUESTION: 11

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

Choose 3 answers

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

Answer: (SHOW ANSWER)

Implementing patients or members in Health Cloud requires careful configuration to accurately represent individual relationships and household structures.

1. Ensure the Account is the Parent to Household Accounts (Answer C):

* **Purpose:** In Health Cloud, modeling household relationships is essential for understanding the familial and support networks of patients. By setting the Account as the parent to Household Accounts, you can effectively represent and manage these relationships.

* **Implementation Steps:**

- * Create a Household Account to represent the family or support group.
- * Associate individual Person Accounts (patients) as members of this Household Account.
- * Use the Account Hierarchy to visualize and manage these relationships.

Reference: Setting up household structures is a recommended practice in Health Cloud to manage patient relationships.

Salesforce

2. Ensure the Person Account Object is Used (Answer D):

Purpose: Person Accounts in Salesforce combine the attributes of accounts and contacts into a single record, suitable for representing individual patients or members. This structure simplifies data management and aligns with Health Cloud's patient-centric model.

Implementation Steps:

Ensure that Person Accounts are enabled in your Salesforce org.

Configure page layouts and record types to support Person Accounts.

Migrate existing individual records to Person Accounts if necessary.

Reference: Utilizing Person Accounts is essential for representing patients in Health Cloud.

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3. Ensure 1-to-1 Account to Contact Relationship (Answer E):

Purpose: Maintaining a one-to-one relationship between accounts and contacts ensures data integrity and simplifies the management of individual patient records. This setup is particularly important when Person Accounts are not used, as it emulates the combined record structure.

Implementation Steps:

For each Contact, create a corresponding Account to maintain a 1:1 relationship.

Implement automation (e.g., using Salesforce Flow) to enforce this relationship during record creation.

Regularly audit records to ensure compliance with the 1:1 relationship model.

Reference: Maintaining a 1:1 Account to Contact relationship is a best practice in Health

NEW QUESTION: 12

A provider wants its care coordinators to track a series of problems, goals, and interventions (PGIs) related to a patient's care in a repeatable, efficient way.

Which approach should a consultant recommend?

A. Coach the care coordinators to quickly create tasks using a checklist.

B. Create care program templates and assign them to patients.

C. Configure an action plan template with tasks for each PGI.

D. Define a PG- Library and care plan templates using the library.

Answer: C (LEAVE A REPLY)

To efficiently track a series of problems, goals, and interventions (PGIs) in a repeatable way, Action Plan Templates in Health Cloud are the recommended approach. These templates allow care coordinators to define and automate tasks associated with PGIs.

Benefits of Action Plan Templates for PGIs:

* **Task Automation:** Automatically generates a series of tasks for care coordinators based on predefined templates.

* **Customization:** Templates can be tailored for different care scenarios or patient needs, ensuring consistency across cases.

* Efficient Tracking: Allows care coordinators to monitor progress on PGIs and ensure timely interventions.

Why Other Options Are Incorrect:

* A: Checklists are manual and lack the automation and repeatability provided by action plan templates.

* B: Care program templates are used to define overarching care programs, not detailed PGI tracking.

* D: PG libraries provide reusable PG definitions but do not automatically create tasks or track interventions.

References:

Action Plans in Health Cloud

NEW QUESTION: 13

A provider has moved an existing office to a new location and wants to ensure that whenever a patient books an appointment on the existing portal, the patient receives an email with the new address.

How should a developer modify the existing Create Appointment Integration Procedure to solve the request?

A. Add a Conditional Block.

B. Build If-Else logic.

C. Remove the Try-Catch.

D. Update the Test Condition.

Answer: (SHOW ANSWER)

A Conditional Block in an Integration Procedure allows you to execute a group of actions based on specific conditions. This means that certain steps within the procedure will only run when predefined criteria are met, enabling dynamic and context-sensitive processing.

Implementation Steps:

* Identify the Condition:

* Determine the specific condition under which the email with the new address should be sent. For instance, if the appointment is booked at the new location, the condition could be based on the location ID or name.

* Configure the Conditional Block:

* Add a Conditional Block: Within your Integration Procedure, insert a Conditional Block where you want the conditional logic to apply.

* Set the Execution Conditional Formula: Define the condition that evaluates to true when the email should be sent. For example, if the new location has an ID of 'New_Location_ID', the formula might be:

shell

Copy code

```
%AppointmentLocationId% == 'New_Location_ID'
```

- * **Add Actions Within the Conditional Block:** Inside this block, include the necessary actions to send the email. This could involve:
 - * **Set Values Action:** To define the email content, including the new address.
 - * **Email Action:** To send the email to the patient.
 - * **Test the Integration Procedure:**
 - * Ensure that when an appointment is booked at the new location, the condition evaluates to true, triggering the email. Conversely, verify that appointments at other locations do not trigger this email.

Benefits of Using Conditional Blocks:

- * **Dynamic Processing:** Executes specific actions only when certain conditions are met, enhancing efficiency.
- * **Simplified Logic Management:** Organizes conditional logic within the Integration Procedure, making it easier to manage and maintain.
- * **Improved Performance:** By executing only necessary actions, it reduces processing time and resource consumption.

References:

Create a Conditional Block Example with If-Elseif-Else Logic: This Salesforce Help article provides a detailed example of configuring a Conditional Block within an Integration Procedure, demonstrating how to execute actions based on specific conditions.

Salesforce

Group Integration Procedure Steps Using Blocks: This resource explains how to group related steps in an Integration Procedure using blocks, including Conditional Blocks, to execute them based on defined conditions.

Salesforce

By adding a Conditional Block to the Create Appointment Integration Procedure, you can ensure that patients receive an email with the new office address only when they book an appointment at the new location, thereby enhancing communication and patient experience.

NEW QUESTION: 14

Bloomington Caregivers has reviewed the functionality of Integrated Care Management and decided to upgrade from the legacy Care Plans.

Which two statements are true with respect to Integrated Care Management?

Choose 2 answers

- A.** Integrated Care Management uses a standard object CarePlan; the Case object is no longer used.
- B.** Existing Care Plan Template records built in the legacy process can be used in the Integrated Care Management process; no data migration is required.
- C.** Integrated Care Management is only made available by enabling the Enhanced Care Management setting in Salesforce Setup.

D. Integrated Care Management leverages OmniStudio and the Discovery Framework to provide recommendations for what to add to a care plan based on the assessment.

Answer: C,D (LEAVE A REPLY)

Bloomington Caregivers is transitioning from legacy Care Plans to Integrated Care Management (ICM) in Salesforce Health Cloud to enhance care coordination and patient outcomes. Understanding the features and setup of ICM is crucial for a successful transition.

Enabling Integrated Care Management (Answer C):

* Enhanced Care Management Setting:

* Purpose: Activating the Enhanced Care Management setting in Salesforce Setup enables Integrated Care Management features within Health Cloud.

* Implementation Steps:

* Navigate to Setup: In Salesforce, go to Setup.

* Search for Health Cloud Settings: Enter "Health Cloud" in the Quick Find box and select Health Cloud Settings.

* Enable Enhanced Care Management: Locate the Enhanced Care Management option and toggle it to enable.

Reference: For detailed instructions, refer to Salesforce's official documentation: Administer Health Cloud.

Leveraging OmniStudio and Discovery Framework (Answer D):

OmniStudio Integration:

Purpose: ICM utilizes OmniStudio, a suite of declarative tools, to create guided workflows and automate complex business processes, enhancing the efficiency of care plan management.

Features:

OmniScripts: Guide users through complex processes with interactive scripts.

DataRaptors: Extract, transform, and load data to and from Salesforce objects seamlessly.

Reference: Learn more about OmniStudio's capabilities: OmniStudio.

Discovery Framework Integration:

Purpose: The Discovery Framework facilitates the creation of assessments that gather patient information, which can be mapped to care plan recommendations, ensuring personalized and effective care strategies.

Implementation Steps:

Create Assessments: Develop assessments to collect relevant patient data.

Map Responses to Recommendations: Link assessment responses to specific care plan recommendations.

Set Up Decision Tables: Configure decision tables to process assessments and generate tailored care plans.

Reference: Detailed setup guide: Set Up Assessments and Recommendations.

Additional Considerations:

Data Model Alignment:

ICM aligns with FHIR R4 and USCDI standards, enhancing interoperability with external healthcare systems.

Reference: Explore the Integrated Care Management data model: Integrated Care Management Data Model.

Care Plan Elements:

ICM introduces enhanced care plan elements, including problems, goals, and interventions, structured to meet industry standards.

Reference: Learn about care plan elements: Streamline Patient Care with Integrated Care Management.

Conclusion:

By enabling the Enhanced Care Management setting and leveraging OmniStudio alongside the Discovery Framework, Bloomington Caregivers can transition to Integrated Care Management. This upgrade offers advanced tools for creating personalized, assessment-driven care plans, thereby improving patient care coordination and outcomes.

NEW QUESTION: 15

A UX designer wants to change the formatting of an OmniStudio FlexCard field element to have a font of Times New Roman with a red color.

What are two ways the designer should make the changes?

Choose 2 answers

- A.** Make edits to Field Properties.
- B.** Write custom CSS.
- C.** Made edits to Setup Panel.
- D.** Make edits to Field Style.

Answer: ([SHOW ANSWER](#))

To change the formatting of a field element in an OmniStudio FlexCard to use the Times New Roman font and a red color, the following approaches are viable:

- * Custom CSS can be applied to define specific styling for field elements in a FlexCard.
- * CSS rules can specify the font family (Times New Roman) and color (red) precisely, providing complete control over design details.

* Example:

```
1. Write Custom CSS (B):  
.my-custom-class {  
font-family: "Times New Roman", serif;  
color: red;  
}
```

* This CSS class can be referenced in the FlexCard configuration.

* The Field Style section in the FlexCard Designer allows designers to set styling properties directly.

* Font family and color are common options available in the Field Style configuration, making it straightforward to apply basic formatting changes without writing code.

2. Make Edits to Field Style (D): Why Other Options Are Incorrect:

* A. Make edits to Field Properties: Field Properties control functional aspects of the field (e.g., field type or source) rather than styling.

* C. Make edits to Setup Panel: The Setup Panel configures overall FlexCard settings but does not handle individual field styling.

References:

OmniStudio FlexCard Designer Documentation

Custom Styling in OmniStudio

NEW QUESTION: 16

Bloomington Caregivers has set up Health Cloud and needs to analyze patient referrals through Salesforce reports and dashboards.

Which Health Cloud unmanaged package should a consultant recommend to deliver a prebuilt dashboard and reports?

A. Health Cloud Reports for Patient Referral Management

B. Health Cloud Referral Management Reports

C. Health Cloud Network Management Reports

D. Health Cloud Member Referral Management Reports

Answer: A (LEAVE A REPLY)

Salesforce Health Cloud offers various unmanaged packages that extend its functionality by providing specialized tools and prebuilt components. For Bloomington Caregivers aiming to analyze patient referrals through Salesforce reports and dashboards, the Health Cloud Reports for Patient Referral Management unmanaged package is specifically designed to meet this need.

This package includes:

* **Prebuilt Reports:** A set of reports focused on key metrics related to patient or member referrals, such as referral status, sources, and outcomes.

* **Dashboard:** A comprehensive dashboard that consolidates these reports, providing visual insights into referral patterns and performance.

By installing this package, Bloomington Caregivers can leverage ready-made analytical tools to monitor and optimize their referral processes without the need to develop custom reports from scratch. This accelerates the implementation timeline and ensures that best practices in referral management reporting are utilized.

Installation Steps:

* **Access the Installer URL:** Navigate to the installer URL for the Health Cloud Reports for Patient Referral Management package: Health Cloud Reports for Patient Referral Management.

* **Log In to Salesforce:** Ensure you are logged into the Salesforce org where you intend to install the package.

* **Select Installation Audience:** Choose the appropriate installation option (e.g., Install for Admins Only, Install for All Users, or Install for Specific Profiles) based on your organization's requirements.

- * Install the Package: Follow the on-screen instructions to complete the installation.
- * Verify Installation: After installation, navigate to the "Installed Packages" section in Setup to confirm that the package is listed.
- * Assign Permissions: Ensure that users who need access to the reports and dashboard have the necessary permissions. This may involve assigning specific permission sets or updating profile settings.
- * Customize as Needed: While the package provides prebuilt reports and a dashboard, you can customize them to better fit your organization's specific needs.

Implementing this package enables Bloomington Caregivers to effectively analyze and manage patient referrals, leading to improved operational efficiency and patient care outcomes.

References:

Install Health Cloud Packages

Monitor Patient Referrals

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NEW QUESTION: 17

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

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

Answer: D (LEAVE A REPLY)

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

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

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

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

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

Implementation Steps:

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

Salesforce

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

Salesforce

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

Salesforce

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

References:

Enable Performance and Scalability for Provider Search

Set Up Provider Search in Health Cloud

NEW QUESTION: 18

A developer needs to modify the out-of-the-box Advanced Patient Card to display the Category, SubjectID, and Date for active Clinical Alerts. Which three steps should the developer take to accomplish this?

Choose 3 answers

- A.** Clone the parent card.
- B.** Create and activate a new child card.
- C.** Create a DataRaptor to extract necessary data.
- D.** Define session variables to control visibility of clinical data.
- E.** Change the child card state to show active.

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

To modify the out-of-the-box Advanced Patient Card in Salesforce Health Cloud to display the Category, SubjectID, and Date for active Clinical Alerts, a developer should follow these steps:

- * Clone the Parent Card (Option A):
- * Begin by cloning the existing parent FlexCard that represents the Advanced Patient Card. This allows you to create a customized version without altering the original component.
- * Cloning ensures that the new card retains the base functionality while providing the flexibility to add or modify features as required.
- * Create a DataRaptor to Extract Necessary Data (Option C):
- * Utilize OmniStudio's DataRaptor to define a data extraction process that retrieves the specific fields-Category, SubjectID, and Date-from the Clinical Alerts object.
- * Configure the DataRaptor to filter and return only active clinical alerts, ensuring that the card displays relevant information.
- * This step is crucial for sourcing the data that will be presented on the customized patient card.
- * Change the Child Card State to Show Active (Option E):
- * After cloning the parent card, modify the state of the child card to ensure it displays active clinical alerts.
- * This involves setting the appropriate conditions within the card's configuration to filter and present only active alerts, aligning with the requirement to display current clinical information.

By executing these steps, the developer customizes the Advanced Patient Card to effectively display the desired fields for active Clinical Alerts, enhancing the utility of the patient card for healthcare providers.

References:

Advanced Patient Card - Salesforce Help
OmniStudio for Health Cloud

NEW QUESTION: 19

Bloomington Caregivers want to offer its patients remote monitoring to bring data from patient devices into Health Cloud.

Which set of records should an administrator populate to implement this functionality?

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

Answer: C (LEAVE A REPLY)

To enable Bloomington Caregivers to offer remote monitoring and integrate patient device data into Salesforce Health Cloud, an administrator should configure the following records:

- * Units of Measure:

- * Purpose: Define the measurement units for various health metrics (e.g., kilograms for weight, mmHg for blood pressure).
- * Configuration: Create records in the UnitOfMeasure object to standardize how data from patient devices is interpreted and displayed.
- * Remote Monitoring Device Types:
 - * Purpose: Catalog the types of devices patients use for remote monitoring (e.g., glucometers, heart rate monitors).
 - * Configuration: Define device types to manage and organize incoming data effectively.
- * Care Observations:
 - * Purpose: Record and store the health metrics and observations collected from patient devices.
 - * Configuration: Utilize the CareObservation object to capture data such as blood glucose readings or heart rate measurements.
- * Code Sets:
 - * Purpose: Standardize the types of health metrics being monitored (e.g., defining what constitutes a blood glucose measurement).
 - * Configuration: Create code sets to ensure consistency in data categorization and reporting.

Implementation Steps:

- * Set Up Remote Monitoring in Health Cloud:
- * Navigate to Health Cloud settings to configure remote monitoring features.
- * Create code sets for each health metric to be monitored.
- * Define units of measure corresponding to these code sets.
- * Establish care observations to capture and store incoming data.
- * Configure remote monitoring device types to manage various patient devices.

By setting up these records, Bloomington Caregivers can effectively implement remote monitoring, allowing seamless integration of patient device data into Health Cloud. This setup facilitates real-time health data tracking, enhancing patient care and engagement.

References:

Set Up Remote Monitoring in Health Cloud

Remote Monitoring and Device Registration Data Model

NEW QUESTION: 20

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?

Choose 2 answers

- A.** Health cloud Foundation permission set
- B.** Health Cloud Utilization Management permission set

C. Provider Network Management permission set

D. Health Cloud Standard permission set

Answer: (SHOW ANSWER)

To ensure that users can access the functionalities of the Provider Network Management add-on in Salesforce Health Cloud, administrators must assign the appropriate permission sets.

Required Permission Sets:

Provider Network Management Permission Set (Answer C):

Purpose: Grants users access to features specific to managing provider networks, including adding providers, managing contracts, and overseeing network adequacy.

Health Cloud Standard Permission Set (Answer D):

Purpose: Provides users with baseline access to Health Cloud features, ensuring they can interact with core health-related data and functionalities.

Implementation Steps:

Assign Permission Sets to Users:

Navigate to the user's detail page in Salesforce Setup.

In the Permission Set Assignments section, click Edit Assignments.

Select **Provider

NEW QUESTION: 21

A MedTech company needs to manage its run rare business to ensure contract compliance for its customers.

Which two features of Health Cloud should a consultant recommend the company use?

Choose 2 answers

A. MedTech Accelerator

B. Advanced Account Forecasting

C. Sales Agreements

D. Remote Device Monitoring

Answer: (SHOW ANSWER)

For managing the MedTech company's business operations and ensuring contract compliance, MedTech Accelerator and Sales Agreements are the most relevant Health Cloud features.

* Purpose:

* Provides industry-specific templates and configurations tailored for MedTech companies to manage complex processes such as equipment tracking, service level agreements (SLAs), and customer contract compliance.

* Capabilities:

* Tracks customer contracts and ensures compliance with regulatory and operational requirements.

* Helps streamline processes like inventory management and maintenance scheduling.

* Purpose:

- * Enables companies to define, track, and manage agreements with customers, including product quantities, pricing, and timelines.

- * Capabilities:

- * Tracks fulfillment against agreements to ensure compliance with contractual obligations.

- * Provides visibility into sales performance and adherence to commitments, reducing risks of non-compliance.

- * Advanced Account Forecasting (Option B):

- * Focused on revenue prediction and quota management rather than contract compliance.

- * Remote Device Monitoring (Option D):

- * While relevant to device tracking, it does not address contract compliance or business process management.

References:

MedTech Accelerator Overview

Sales Agreements in Salesforce

NEW QUESTION: 22

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

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

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

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

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

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

Answer: (SHOW ANSWER)

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

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

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

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

- * Steps to Add Custom Objects to the Timeline:

- * Navigate to Setup > Timeline Configuration.

- * Select the desired Timeline view or create a new one.

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

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

- * Option B: The Timeline component must already be added to the Lightning page before additional configuration steps.
- * Option C: Permissions to view the Timeline are set up earlier during deployment, not as a post- deployment step.
- * Option D: The Timeline component activation occurs during page configuration and deployment.

References:

Enhanced Timeline Configuration Guide

Customizing Timelines in Salesforce Health Cloud

NEW QUESTION: 23

A call center agent at Bloomington Caregivers wants the ability to look up providers by location and specialty, to schedule an appointment on behalf of their patients.

Which two capabilities should a consultant recommend to enable this requirement?

Choose 2 answers

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

Answer: A,B (LEAVE A REPLY)

Call center agents at Bloomington Caregivers require tools to streamline provider lookup and appointment scheduling for patients. Salesforce Health Cloud offers specific capabilities tailored to address these needs.

* Purpose: Provider Search enables users to locate healthcare providers based on specific criteria such as location, specialty, and availability. This functionality is essential for call center agents who need to identify and select suitable providers for patients.

* Features:

* Search by provider name, specialty, location, or other attributes.

* Filter and sort results to narrow down the provider list.

* Integration with the Salesforce Health Cloud data model to access real-time provider information.

* Implementation Steps:

* Configure Provider Records: Ensure all providers are set up correctly within Salesforce, including their specialties, locations, and other attributes.

* Enable Provider Search: Add the Provider Search component to the appropriate Lightning pages or record layouts.

Reference:

Provider Management Overview

Configuring Provider Search

2. Intelligent Appointment Management (Answer B): Purpose: Intelligent Appointment Management streamlines the scheduling process by integrating provider availability, patient preferences, and other factors.

It helps agents book appointments efficiently while minimizing scheduling conflicts.

Features:

Allows booking appointments based on provider availability.

Enables real-time synchronization with provider schedules.

Offers advanced scheduling logic to ensure compatibility with patient needs.

Implementation Steps:

Enable Salesforce Scheduler: Set up Salesforce Scheduler to integrate appointment booking with Health Cloud.

Configure Appointment Rules: Define scheduling policies, including time slots, duration, and patient-provider matching criteria.

Reference:

Salesforce Scheduler for Health Cloud

Why Other Options Are Less Relevant: C. Integrated Care Management: Integrated Care Management focuses on managing care plans, assessments, and interventions. It is not designed for provider lookup or appointment scheduling.

D: Experience Cloud for Health Cloud: Experience Cloud is used to create external portals for patient and provider access. While it can complement scheduling systems, it is not directly related to call center agent workflows.

Conclusion: By implementing Provider Search and Intelligent Appointment Management, Bloomington Caregivers can empower their call center agents to efficiently locate providers and schedule appointments, improving patient satisfaction and operational efficiency.

References for Further Reading:

Salesforce Health Cloud Provider Management

Salesforce Scheduler Setup

NEW QUESTION: 24

Care managers at Bloomington Caregivers call patients after they are discharged from a hospital to ask a series of questions, which the care manager enters into Health Cloud. The patient is then automatically assigned a personalized care plan based on the answers they provided.

Which two capabilities should a consultant leverage together to fulfill this requirement?

Choose 2 answers

A. Care Programs

B. Integrated Care Management

C. Salesforce Surveys

D. Discovery Framework

Answer: B,C (LEAVE A REPLY)

To fulfill the requirement of assigning a personalized care plan based on responses from a questionnaire, the following capabilities should be leveraged:

* Salesforce Surveys (C):

* Facilitates the creation of custom questionnaires.

* Enables care managers to record patient responses directly within Salesforce.

* Integrated Care Management (B):

* Uses care plans to define problems, goals, and interventions.

* Automatically assigns personalized care plans based on survey responses via automation (e.g., Flows or OmniScripts).

How These Work Together:

* Step 1: Care managers use Salesforce Surveys to record patient responses post-discharge.

* Step 2: A configured automation (e.g., Flow) processes these responses and assigns the appropriate care plan using Integrated Care Management.

Why Other Options Are Incorrect:

* A. Care Programs: Focuses on managing care program enrollments, not care plan automation.

* D. Discovery Framework: Helps manage patient needs and goals but does not handle surveys or care plan assignments.

References:

Salesforce Surveys Overview

Integrated Care Management Overview

NEW QUESTION: 25

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

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

A. Enable Timeline in Salesforce Setup, then configure and activate new timeline and add to the relevant Lightning record.

B. Enable Timeline in Salesforce Setup, then set the toggle for vertical orientation to true to set all timeline orientations as vertical.

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

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

Answer: (SHOW ANSWER)

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

Steps:

Access Timeline View Configuration:

Open the Health Cloud - Lightning Admin app in Salesforce.

Locate Timeline View Configuration records.

Edit the Configuration:

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

Change the orientation setting to Vertical.

Save and activate the updated configuration.

Verify the Changes:

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

Why Other Options Are Incorrect:

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

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

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

Supporting Documentation:

Timeline Configuration Overview (help.salesforce.com)

NEW QUESTION: 26

While setting up Advanced Therapy Management, a consultant wants to have d to Care Programs during enrollment. They need to customize the Health Cloud enrollment process to match their customer's process.

What should the clone to customize for the customer, while leveraging out-of-the-box Health Cloud functionality?

A. Apex Class

B. Flow

C. Omniscrypt

D. Flexcard

Answer: (SHOW ANSWER)

To customize the Health Cloud enrollment process for Advanced Therapy Management, Flows are the recommended tool as they are declarative and leverage out-of-the-box functionality. Flows allow customization of the enrollment process without requiring custom code.

Key Features of Flows:

* Declarative Customization: Enables the configuration of the enrollment process to match specific business workflows.

* Integration with Care Programs: Automates enrollment steps, such as eligibility checks, consent capture, and assigning care programs.

* Reusability: Configured flows can be reused or modified for other processes within the Health Cloud ecosystem.

Why Other Options Are Incorrect:

* A. Apex Class: While possible, customization through code is less efficient and harder to maintain compared to Flows.

* C. OmniScript: Ideal for dynamic user interactions but not required for standard enrollment customization.

* D. FlexCard: Used for displaying information, not for managing enrollment processes.

References:

Health Cloud Flows for Enrollment

NEW QUESTION: 27

A payer needs to connect an electronic health record (EHR) to Health Cloud to display key clinical data to Health Cloud users. The data in the source system is aligned to FHIR R4 standards, but some transformation is anticipated.

Which approach should a consultant use to set up this integration?

A. A scheduled batch job that retrieves a file from an SFTP

B. A "swivel-chair" standard operating procedure document that will be distributed to users

C. A point-to-point API connection from the EHR to Health Cloud

D. A middleware integration solution that can handle data transformation if necessary

Answer: D (LEAVE A REPLY)

To integrate an electronic health record (EHR) with Salesforce Health Cloud and display key clinical data, leveraging a middleware integration solution is the most appropriate approach. This setup ensures compatibility with FHIR R4 standards and handles any required data transformation effectively.

* FHIR R4 Standards Alignment:

* The middleware can interpret and process data formatted to FHIR R4 standards, enabling seamless integration with Salesforce Health Cloud's FHIR-aligned data model.

* Data Transformation Capability:

* Middleware solutions like MuleSoft (a Salesforce product) provide tools to transform data structures, ensuring compatibility between the EHR system and Health Cloud.

* Scalability and Maintainability:

* Middleware solutions simplify complex integrations by abstracting point-to-point connections, allowing for easier scalability as additional systems are integrated.

* Error Handling and Monitoring:

* Middleware platforms include error-handling capabilities, ensuring data integrity during the transformation and transfer processes.

* A. Scheduled Batch Job: While useful for static data transfers, batch jobs are not ideal for real-time or near-real-time clinical data exchange required for EHR integrations.

* B. "Swivel-Chair" Procedure Document: This refers to manual data entry or cross-referencing workflows, which are inefficient, error-prone, and not scalable.

* C. Point-to-Point API Connection: Though feasible, this approach lacks the flexibility and transformation capabilities provided by middleware solutions. Point-to-point integrations are difficult to maintain as systems evolve.

- * Use a middleware solution like MuleSoft to connect the EHR system and Health Cloud.
- * Set up FHIR R4-compliant data mappings between the EHR and Salesforce.
- * Configure and test the data transformations required for specific Health Cloud objects (e.g., medication, encounter, and condition data).

References:Salesforce Health Cloud FHIR Integration

MuleSoft for Healthcare Integration

NEW QUESTION: 28

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?

Choose 2 answers

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

Answer: (SHOW ANSWER)

To ensure that users can access the functionalities of the Provider Network Management add-on in Salesforce Health Cloud, administrators must assign the appropriate permission sets.

Required Permission Sets:

- * Provider Network Management Permission Set (Answer C):
- * Purpose: Grants users access to features specific to managing provider networks, including adding providers, managing contracts, and overseeing network adequacy.
- * Health Cloud Standard Permission Set (Answer D):
- * Purpose: Provides users with baseline access to Health Cloud features, ensuring they can interact with core health-related data and functionalities.

Implementation Steps:

- * Assign Permission Sets to Users:
- * Navigate to the user's detail page in Salesforce Setup.
- * In the Permission Set Assignments section, click Edit Assignments.
- * Select **Provider

NEW QUESTION: 29

Bloomington Caregivers has decided to enable Integrated Care Management so that its end users can leverage Health Cloud Assessments. Administrators must now configure their org to be able to use Assessments.

Which three steps should the administrator take as part of the org setup to enable Assessments?

Choose 3 answers

- A. Download and Install OmniStudio.
- B. Enable users to view and complete Assessments.
- C. Update sharing settings in Setup.
- D. Enable Discovery Framework in Setup.
- E. Add the Assessment component to the Patient page

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

To enable Assessments in Salesforce Health Cloud, administrators must configure the org appropriately, ensuring that users can effectively utilize assessment tools for patient evaluations. The following steps are essential:

- * Download and Install OmniStudio (Answer A):
- * Purpose: OmniStudio provides a suite of declarative tools, including OmniScripts and DataRaptors, essential for building and managing assessments within Health Cloud.
- * Implementation Steps:
 - * Access Salesforce AppExchange: Navigate to the AppExchange marketplace.
 - * Search for OmniStudio: Locate the OmniStudio package suitable for your Salesforce edition.
 - * Install the Package: Follow the installation prompts, ensuring that all components are correctly deployed.

Reference: For detailed installation instructions, refer to Salesforce's official documentation: OmniStudio Installation.

Enable Users to View and Complete Assessments (Answer B):

Purpose: Granting appropriate permissions ensures that users can access, view, and complete assessments as part of patient care management.

Implementation Steps:

Assign Permission Sets:

Health Cloud Permission Sets: Assign relevant Health Cloud permission sets to users, such as Health Cloud Standard or Health Cloud Platform, to provide baseline access.

NEW QUESTION: 30

A MedTech company is implementing Health Cloud to better plan and track surgical case visits, manage device inventory, and run cycle counts.

Which data model should a consultant recommend the company use?

- A. Intelligent Sales
- B. Inventory Management
- C. Life Sciences
- D. Provider Engagement

Answer: C (LEAVE A REPLY)

The Life Sciences data model in Salesforce Health Cloud is specifically designed to meet the needs of MedTech companies. It includes features for planning and tracking surgical

case visits, managing medical device inventory, and conducting cycle counts, making it ideal for this use case.

Key Features of the Life Sciences Data Model:

- * Surgical Case Management: Tracks and plans surgical procedures, including device requirements and associated logistics.

- * Device Inventory Management: Manages medical device stock, including availability, usage, and maintenance schedules.

- * Cycle Counts: Ensures inventory accuracy through routine counting and tracking.

Why Other Options Are Incorrect:

- * Intelligent Sales: Focuses on sales processes, not surgical or inventory management.

- * Inventory Management: Generic inventory features lack the healthcare-specific capabilities provided by the Life Sciences model.

- * Provider Engagement: Centers around provider relationship management rather than surgical and inventory processes.

References:

Life Sciences Cloud Documentation

Surgical Case Management Features

NEW QUESTION: 31

Bloomington Caregivers is implementing Health Cloud for managing the healthcare data of children under the age of 13.

Which three considerations should the company take into account to ensure compliance with the Children's Online Privacy Protection Act (COPPA)?

Choose 3 answers

A. Implementing appropriate security measures to safeguard children's personal information

B. Ensuring information collected about children is protected with at rest and in-transit encryption

C. Obtaining verified parental consent before collecting and storing any personal information of children

D. Ensuring that Bloomington Caregivers' system implementation partner has met all COPPA regulations during the build phase

E. Disclosing the organization's privacy policy to parents and obtaining their consent

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

To comply with the Children's Online Privacy Protection Act (COPPA) while implementing Salesforce Health Cloud for managing the data of children under 13, Bloomington Caregivers must consider the following:

- * Requirement:

- * COPPA mandates that companies take reasonable measures to secure children's personal information against unauthorized access or disclosure.

- * Implementation in Health Cloud:

- * Use Salesforce's robust security features, such as Shield Platform Encryption, two-factor authentication, and role-based access controls, to safeguard sensitive data.
- * Requirement:
- * Personal data of children must be encrypted during storage (at rest) and transmission (in transit) to prevent unauthorized access.
- * Implementation in Health Cloud:
- * Use Salesforce Shield for platform encryption, ensuring compliance with data protection standards.
- * Enable HTTPS for secure communication channels and encrypt sensitive fields like names, addresses, and medical records.
- * Requirement:
- * Organizations must obtain verifiable consent from parents or guardians before collecting or storing any personal information about children under 13.
- * Implementation in Health Cloud:
- * Implement custom workflows or forms to capture and log parental consent.
- * Use audit tracking to document consent for regulatory compliance.
- * Partner Compliance (Option D):
- * While ensuring partners adhere to COPPA is important, it is not explicitly required by the healthcare organization itself under COPPA.
- * Disclosing Privacy Policies (Option E):
- * Disclosing policies is essential, but it is part of obtaining parental consent (Option C).

References:

Salesforce Shield Platform Encryption

COPPA Compliance Guidelines

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NEW QUESTION: 32

Bloomington Caregivers is looking to migrate from Service Cloud to Health Cloud to take advantage of the prebuilt healthcare features and functionality. Which three prerequisites should Bloomington Caregivers' administrators complete to successfully install the Health Cloud managed package in its org?

Choose 3 answers

- A. Enable data protection details available in records.
- B. Log a support case to have person accounts enabled.
- C. Enable contacts to relate to multiple accounts.
- D. Enable person accounts from Setup.
- E. Enable Chatter settings from Setup.

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

Migrating from Service Cloud to Health Cloud requires several prerequisites to ensure successful installation and functionality of the Health Cloud managed package:

- * Log a Support Case to Enable Person Accounts (Option B):
- * Health Cloud relies on Person Accounts to manage patients as individuals.
- * Administrators must contact Salesforce Support to enable Person Accounts in the org since this cannot be activated through Setup.
- * Enable Contacts to Relate to Multiple Accounts (Option C):
- * This functionality allows a contact (e.g., a patient) to be associated with multiple accounts, such as primary care providers, specialists, or insurance entities.
- * Navigate to Setup > Account Settings, and enable Contacts to Multiple Accounts.
- * Enable Chatter Settings (Option E):
- * Chatter is used in Health Cloud for collaboration and real-time updates.
- * Administrators must ensure Chatter is activated to support case discussions, timeline sharing, and other collaborative features.
- * Option A: While enabling data protection is important, it is not a prerequisite for installing Health Cloud.
- * Option D: Enabling Person Accounts is correct, but it is done via a support case (Option B).

References:

Health Cloud Installation Guide

Enabling Person Accounts

Contacts to Multiple Accounts

NEW QUESTION: 33

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) Care coordinator
(Stakeholder) Salesforce administrator (Stakeholder) Tableau developer
- B. (Persona) Contact Center agent
(Stakeholder) Salesforce administrator (Stakeholder) Integration architect

C. (Persona) Contact Center agent (Stakeholder) Tableau developer (Stakeholder)
MuleSoft developer

D. (Persona) General physician
(Stakeholder) Salesforce administrator (Stakeholder) Marketing Cloud administrator

Answer: B (LEAVE A REPLY)

For implementing a Contact Center leveraging Health Cloud, identifying pain points and defining project requirements involves collaborating with:

- * Contact Center Agent (Persona):
 - * Frontline staff who interact directly with patients.
 - * Provide insights into the day-to-day challenges in appointment scheduling, billing inquiries, and plan updates.
- * Salesforce Administrator (Stakeholder):
 - * Responsible for configuring Health Cloud and implementing workflows to address identified pain points.
- * Integration Architect (Stakeholder):
 - * Ensures smooth integration between Health Cloud and external systems like billing platforms or insurance providers.

Why Other Options Are Incorrect:

- * A: Care coordinators are not directly involved in patient-initiated contact center interactions. Tableau developers focus on reporting, not operational processes.
- * C: MuleSoft developers are not primary stakeholders for contact center operations.
- * D: General physicians and Marketing Cloud administrators do not contribute directly to Contact Center workflows.

References:

Health Cloud Contact Center Overview

Integration Architecture Guide

NEW QUESTION: 34

A payer receives faxes for clinical review as part of the determination process. The payer needs Health Cloud to automatically capture the data from the documents received from patients and manage the end-to-end approval process.

Which two Health Cloud capabilities should a consultant recommend as a way to build this process?

Choose 2 answers

- A.** Utilization Management
- B.** Integrated Care Management
- C.** Intelligent Document Automation
- D.** Care Authorizations

Answer: (SHOW ANSWER)

To automate the capture of data from faxes for clinical reviews and manage the approval process in Salesforce Health Cloud, the following capabilities are recommended:

- * Utilization Management in Health Cloud supports the payer's clinical review process by enabling workflows for reviewing medical necessity and care appropriateness.
- * It provides structured workflows for processing clinical documents, making it ideal for end-to-end determination and approval processes.
- * Features include care authorizations, review tracking, and decision management.
- * Intelligent Document Automation extracts data from documents (e.g., faxes, PDFs) and populates corresponding Salesforce records.
- * This capability reduces manual data entry, improves accuracy, and ensures data is automatically captured from the faxes received.
- * Paired with Salesforce workflows, it can trigger approvals or further reviews based on extracted data.

1. Utilization Management (A):2. Intelligent Document Automation (C):Why Other Options Are Incorrect:

- * B. Integrated Care Management: Focuses on patient care plans and coordination, not clinical review or payer processes.
- * D. Care Authorizations: Handles care approvals but does not support document data extraction or end- to-end review processes.

References:

Utilization Management in Health Cloud

Intelligent Document Automation Overview

NEW QUESTION: 35

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

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

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

Answer: C (LEAVE A REPLY)

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

Understanding the Visit Object:

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

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

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

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

* **VisitorId**: Identifies the sales representative conducting the visit.

Implementation Steps:

* **Configure the Visit Object**:

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

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

* **Set Up Related Records**:

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

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

* **Schedule and Manage Visits**:

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

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

References:

Visit Object Details: For comprehensive information on the Visit object and its fields, refer to the [Salesforce Health Cloud Developer Guide: Visit](#) | [Salesforce Health Cloud Developer Guide Intelligent Sales Overview](#): To understand how the Visit object integrates within the Intelligent Sales framework, consult the [Salesforce Help documentation: Use Intelligent Sales Conclusion](#):

Conclusion: By configuring the Visit object, MedTech companies can effectively track and manage surgical case visits, providing valuable insights into sales activities and facilitating better coordination between sales representatives and healthcare providers.

NEW QUESTION: 36
Bloomington Caregivers Is Implementing Virtual Care In Health Cloud. Which three steps are required as part of the setup?
Choose 3 answers

NEW QUESTION: 36

Bloomington Caregivers Is Implementing Virtual Care In Health Cloud. Which three steps are required as part of the setup?

Choose 3 answers

A. Set up and configure Salesforce Scheduler.

B. Configure Provider Search.

C. Install the Virtual Care unmanaged package.

D. Assign Health Cloud Video Calls permission set.

E. Connect to an external electronic health record (EHR) scheduling system.

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

Implementing Virtual Care in Salesforce Health Cloud enables Bloomington Caregivers to offer telehealth services, enhancing patient engagement and accessibility. The following steps are essential for setting up Virtual Care:

* Set Up and Configure Salesforce Scheduler (Answer A):

* Purpose: Salesforce Scheduler facilitates the booking and management of appointments, including virtual consultations.

* Implementation Steps:

* Enable Salesforce Scheduler: Ensure that Salesforce Scheduler is enabled in your org.

* Configure Service Resources: Define healthcare providers as service resources.

* Set Up Appointment Scheduling: Configure appointment types, availability, and scheduling policies to accommodate virtual visits.

Reference: For detailed setup instructions, refer to Salesforce's official documentation: Salesforce Scheduler for Health Cloud.

Install the Virtual Care Unmanaged Package (Answer C):

Purpose: The Virtual Care unmanaged package provides the necessary components to facilitate virtual consultations within Health Cloud.

Implementation Steps:

Download the Package: Obtain the Virtual Care unmanaged package from Salesforce AppExchange or your Salesforce account representative.

Install the Package: Follow the installation wizard to add the package to your Salesforce org.

Verify Installation: Ensure that all components, such as custom objects, fields, and Lightning components, are correctly installed.

Reference: For more information on installing unmanaged packages, see: Install a Package.

Assign Health Cloud Video Calls Permission Set (Answer D):

Purpose: Assigning the appropriate permission set ensures that users have the necessary access rights to conduct video consultations.

Implementation Steps:

Locate the Permission Set: Find the 'Health Cloud Video Calls' permission set in your org.

Assign to Users: Assign the permission set to all users who will be conducting or managing virtual visits.

Verify Permissions: Ensure that assigned users have the required access to video call functionalities

NEW QUESTION: 37

A consultant is preparing to install Health Cloud in a production org for the first time.

Which three tasks should the consultant ensure are completed prior to installing Health Cloud?

Choose 3 answers

A. Enable Contacts to Multiple Accounts.

- B.** Enable Chatter.
- C.** Enable Shield Event Monitoring.
- D.** Enable Health Cloud Installation Monitor.
- E.** Enable Person Accounts.

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

Before installing Health Cloud in a production org, it's essential to complete specific prerequisite tasks to ensure a smooth installation and optimal functionality.

1. Enable Contacts to Multiple Accounts (Answer A):

* Purpose: This feature, also known as Shared Contacts, allows a single contact to be associated with multiple accounts. In Health Cloud, this capability is crucial for modeling relationships where a patient (contact) may be linked to multiple healthcare providers or organizations (accounts).

* Implementation Steps:

* Navigate to Setup in Salesforce.

* Enter Account Settings in the Quick Find box and select it.

* Check the option Allow users to relate a contact to multiple accounts.

* Save the settings.

Reference: Enabling this feature is a prerequisite for Health Cloud installation.

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2. Enable Chatter (Answer B):

Purpose: Chatter is Salesforce's collaboration tool that enables users to work together, share information, and keep up with project updates. In Health Cloud, Chatter facilitates communication among care teams, enhancing collaboration and patient care coordination.

Implementation Steps:

Navigate to Setup in Salesforce.

Enter Chatter Settings in the Quick Find box and select it.

Click Edit, then select Enable Chatter.

Save the settings.

Reference: Enabling Chatter is necessary before installing Health Cloud packages.

Salesforce Developers

3. Enable Person Accounts (Answer E):

Purpose: Person Accounts allow Salesforce to handle individual consumers by combining account and contact fields into a single record. In Health Cloud, Person Accounts are used to represent patients or members as individual entities, which is essential for managing patient relationships effectively.

Implementation Steps:

Log a case with Salesforce Support to enable Person Accounts, as this feature requires backend activation.

Once enabled, configure the necessary page layouts and record types to accommodate Person Accounts.

Reference: Enabling Person Accounts is a critical step in setting up Health Cloud.

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Conclusion:

Completing these tasks-enabling Contacts to Multiple Accounts, Chatter, and Person Accounts-ensures that your Salesforce org is properly configured to support Health Cloud's functionalities, leading to a successful installation and implementation.

NEW QUESTION: 38

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

Which solution is appropriate to meet this use case?

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

Answer: C (LEAVE A REPLY)

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

* Service Preauth Object:

* Purpose: The Service Preauth object represents a preauthorization request within Health Cloud.

It serves as a container for all relevant information pertaining to a specific authorization, including patient details, requested services, and status updates.

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

* Preauth Detail Object:

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

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

Integration Process:

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

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

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

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

References:

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

Salesforce

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

Salesforce

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

Salesforce Developers

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

NEW QUESTION: 39

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

Answer: ([SHOW ANSWER](#))

The HCPProvider360 FlexCard is the most suitable feature to implement when Bloomington Caregivers wants to display highlighted information about providers, such as their contact details and specialties, in one centralized location.

* Comprehensive View:

* The HCPProvider360 FlexCard is designed to aggregate and display critical provider information, including:

* Contact details (phone, email, etc.).

* Provider specialty.

* Facility-specific information.

* Flexibility:

* As a part of OmniStudio FlexCards, this feature can be customized to pull data from multiple objects and display it in a clean, user-friendly interface.

* Efficiency for Users:

* End users can quickly view provider information without navigating through multiple pages or objects, enhancing productivity and reducing complexity.

* Navigate to OmniStudio and create or customize the HCPProvider360 FlexCard.

* Configure data sources to fetch provider details and facility relationships.

* Add the FlexCard to the appropriate Lightning page using Experience Builder or App Builder.

* Provider Network Management (Option A): Focused on managing the network of providers rather than presenting detailed information in a centralized view.

* Provider Relationship Card (Option B): Shows relationships but lacks the customization and detail aggregation capabilities of the HCPProvider360 FlexCard.

* Facility Relationship Center (Option D): More suited for visualizing facility-related relationships rather than highlighting provider information.

References:

OmniStudio FlexCards Overview

HCPProvider360 FlexCard Documentation

NEW QUESTION: 40

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?

Choose 2 answers

A. Create a new record for the HCBenVerConnect custom setting.

B. Create a named credential to support authenticated callouts.

C. Configure the Connection Label with the source system's API details.

D. Configure the link to the clearinghouse's endpoint using a Uniform Resource Identifier (URI) path.

Answer: B,D (LEAVE A REPLY)

To enable a provider to view a patient's insurance coverage, including co-pay and deductible information, prior to an appointment using the Benefit Verification component in Salesforce Health Cloud, the following steps should be taken:

Create a Named Credential to Support Authenticated Callouts (Option B):

Purpose:

Named credentials in Salesforce simplify the process of authenticating to external systems by storing the required authentication settings in a centralized location.

Implementation:

Navigate to Setup in Salesforce.

In the Quick Find box, enter "Named Credentials" and select it.

Click New Named Credential.

Enter the required details:

Label and Name: Descriptive identifiers for the credential.

URL: The endpoint of the external system (e.g., the insurance clearinghouse).

Authentication Protocol: Choose the appropriate method (e.g., OAuth 2.0, Password Authentication) based on the external system's requirements.

Provide the necessary authentication details, such as username, password, or OAuth tokens.

Save the named credential.

Benefit:

This setup allows Salesforce to perform authenticated callouts to external systems securely, ensuring that

NEW QUESTION: 41

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

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

Answer: (SHOW ANSWER)

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

* Comprehensive Prescription Tracking:

* Provides a unified view of a patient's current medications, prescription history, and dosages.

* Facilitates collaboration across care teams to monitor adherence and prevent adverse drug interactions.

* Improving Health Outcomes:

- * Enables providers to assess medication efficacy and make informed adjustments to treatment plans.
 - * Identifies gaps in prescription adherence to improve patient outcomes.
 - * FHIR-Standard Data Compatibility:
 - * Supports FHIR resources like MedicationRequest and MedicationStatement for integrating with EHR systems.
 - * A. Virtual Care: Focuses on telehealth and remote patient monitoring, not prescription tracking.
 - * B. Integrated Care Management: While useful for care coordination, it does not specifically address prescription tracking.
 - * D. Intelligent Appointment Management: This feature aids in scheduling and patient flow but is unrelated to medication history.
- References: Health Cloud Medication Management
Clinical Data in Salesforce Health Cloud

NEW QUESTION: 42

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.** Expression Set Templates
- C.** FlexCards
- D.** OmmScript Templates

Answer: B (LEAVE A REPLY)

For a payer implementing Health Cloud, leveraging predefined rules for prior authorization reviews can significantly improve efficiency and speed. Salesforce Health Cloud provides Expression Set Templates as an out-of-the-box feature to achieve this.

- * Predefined Rules:
 - * Expression Set Templates come with prebuilt rule sets that can evaluate conditions, making them ideal for automating prior authorization request reviews.
 - * Customizable Logic:
 - * While they provide predefined logic, templates can also be customized to align with specific payer policies or regulatory requirements.
 - * Faster Implementation:
 - * Using out-of-the-box templates accelerates time-to-value, as they require minimal configuration compared to building rules from scratch.
- * A. Integration Procedures: Focuses on data integration and server-side processing but does not address predefined rules for authorization reviews.
- * C. FlexCards: Provides UI components for displaying information but does not support rule evaluation.

* D. OmniScript Templates: Useful for guided workflows but not specifically for predefined rule management.

References:

Expression Sets in Salesforce Health Cloud

NEW QUESTION: 43

When implementing Provider Search functionality, which two changes allow an external user to access search results?

Choose 2 answers

A. Use Experience Builder to add the Provider Search component to a page on the site.

B. Create a sharing rule on the Care Provider Searchable Field object to share with external users.

C. Give the site user profile Read access to the Care Provider Searchable Field object.

D. Give the site user profile Read access to the Data Pipeline object.

Answer: A,C (LEAVE A REPLY)

To enable external users to access Provider Search functionality, you need to make necessary changes to the Experience Cloud site and permissions:

* Add the Provider Search Component to the Site (Option A):

* Use Experience Builder to include the Provider Search Lightning Web Component on a public-facing page of the Experience Cloud site.

* Steps:

* Navigate to Experience Builder.

* Drag and drop the Provider Search component onto a designated page.

* Publish the site to make the component available to external users.

* Grant Read Access to the Care Provider Searchable Field Object (Option C):

* External users must have appropriate permissions to view the provider search results.

* Steps:

* Go to Setup > Profiles.

* Edit the site user profile associated with the Experience Cloud site.

* Grant Read access to the Care Provider Searchable Field object.

* Save and assign the profile to the relevant users.

* Sharing Rules (Not Necessary): Sharing rules are not required if the external user profile already has sufficient object-level access.

* Data Pipeline Object (Not Relevant): The Data Pipeline object is not directly involved in enabling Provider Search functionality for external users.

References:

Enable Provider Search in Health Cloud

Experience Cloud for Health Cloud

NEW QUESTION: 44

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

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

Choose 2 answers

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

Answer: A,D (LEAVE A REPLY)

To model associated physicians in Health Cloud, Salesforce recommends using a combination of Healthcare Practitioner and Healthcare Provider objects. These objects are tailored to manage data related to healthcare professionals effectively.

* Healthcare Practitioner:

- * Represents individual practitioners like doctors or specialists.
- * Tracks specific details, such as credentials, specialties, and associated organizations.
- * Ideal for modeling the clinic's associated physicians.

* Healthcare Provider:

- * Represents the healthcare organizations or facilities with which the practitioners are associated.
- * Helps establish relationships between practitioners and the broader healthcare ecosystem.

Why Other Options Are Incorrect:

- * Contact: While Contacts can represent individuals, they lack the specialized fields and relationships provided by Healthcare Practitioner and Provider objects.
- * Person Account: Primarily used to represent patients, not physicians or healthcare entities.

References:

Health Cloud Data Model for Providers

Salesforce Architect: Healthcare Practitioner Object

NEW QUESTION: 45

A consultant is implementing Identity Verification for their customer's customer service representatives and needs to add a new search parameter.

Which record should the consultant configure to accomplish this?

- A. Identity Verification Process Detail
- B. Identity Verification Parameter Item
- C. Verification Search Feature
- D. Linked Identity Search Detail

Answer: B (LEAVE A REPLY)

To implement Identity Verification in Salesforce and add a new search parameter, the consultant needs to configure the Identity Verification Parameter Item record.

Key Details:

Identity Verification Parameter Item:

Purpose: Defines the parameters used in the identity verification process, such as name, email, phone, or custom attributes.

Configuration Steps:

Navigate to Identity Verification Parameter Item in Setup or the appropriate Health Cloud app.

Create or modify a record to include the new parameter, such as a specific field or custom attribute.

Link it to the corresponding Identity Verification Process Detail to ensure it's utilized during verification.

Supporting Documentation:

Salesforce Health Cloud Admin Guide (help.salesforce.com)

Identity Verification Configuration Overview (developer.salesforce.com)

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