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NEW QUESTION: 1

A pharmaceutical company is looking to support patients throughout their clinical journey. One of the factors the company needs to track is the socioeconomic and cultural barriers that could hinder a patient's process.

Which Health Cloud capability should a consultant implement to fulfill this requirement?

- A. Social Determinants of Health
- B. Clinical Barriers
- C. Utilization management
- D. Care Blockers

Answer: A (LEAVE A REPLY)

* Tracking Socioeconomic & Cultural Barriers:

Exact Extract:

"The Social Determinants of Health data model in Health Cloud enables organizations to document and track social, cultural, and economic barriers affecting patients." Reference:

* Other Options:

Clinical Barriers, Utilization Management, and Care Blockers are not documented Health Cloud features for tracking socioeconomic/cultural barriers.

NEW QUESTION: 2

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

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

D. Create a named credential to support authenticated callouts.

Answer: ([SHOW ANSWER](#))

To access a patient's insurance coverage, co-pay, and deductible information in the Benefit Verification component of Health Cloud, you need to integrate with external systems (e.g., payers or clearinghouses). Health Cloud provides the Benefit Verification component, which relies on secure API integrations for real-time eligibility and benefits checks.

Step-by-Step Reference:

Configure the Connection Label with the source system's API details:

Extract:

"In Benefit Verification setup, specify the Connection Label and configure the external endpoint and API details to connect to the benefit verification source system." (Source: Administer Health Cloud - Benefit Verification Setup) Create a named credential to support authenticated callouts:

Extract:

"Use Named Credentials to securely store authentication settings and endpoint information for callouts to external services (such as clearinghouses or payers) required for benefit verification." (Source: Salesforce Security Guide and Administer Health Cloud - Benefit Verification) Why not A or B?

The HCBenVerConnect custom setting is not part of the standard configuration for the out-of-the-box Benefit Verification component.

Configuring a URI path alone (without API details and credentials) does not enable secure, authenticated communication.

NEW QUESTION: 3

While a consultant is implementing Integrated Care Management for a customer, the customer requests that a change is made to the Care Plan creation wizard.

Which underlying component should the consultant customize to achieve this?

A. Flow

B. OmniScript

C. FlexCard

D. Field Sets

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

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. write custom CSS,
- B. Make edits to Field Style.
- C. Made edits to Setup Panel.
- D. Make edits to Field Properties.

Answer: (SHOW ANSWER)

In OmniStudio FlexCards, when you want to change the visual styling of a field element (e.g., font type, font color, formatting), you have two main options:

A . Write custom CSS

OmniStudio FlexCards allow applying custom CSS classes for fine-grained control of styles.

This is how you can specify a font like Times New Roman or apply a red color.

B . Make edits to Field Style

The Field Style editor within the FlexCard Designer lets you directly configure basic styling properties (like text color, background, alignment, etc.) without needing custom CSS.

Why not the others?

C . Make edits to Setup Panel - The Setup Panel is for data source, conditions, and layout configuration, not for styling individual fields.

D . Make edits to Field Properties - Field Properties are used to configure which data is displayed and how it behaves (like label, formatting rules, or conditional display), but styling is handled through Field Style or CSS, not properties.

Salesforce OmniStudio Reference:

* Salesforce OmniStudio FlexCard Designer Guide

"You can use the Field Style editor to set basic styles, such as font color and alignment."

"For advanced customization, apply custom CSS classes to field elements."

NEW QUESTION: 5

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

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

Answer: (SHOW ANSWER)

Step-by-Step

Feature Overview:

The Actionable Relationship Center (ARC) in Salesforce Health Cloud is specifically designed to give healthcare organizations a graphical and interactive way to visualize,

manage, and act on complex relationships among people (patients, caregivers, practitioners) and organizations.

Source: Administer Health Cloud - Actionable Relationship Center

Complex Associations:

ARC supports multiple relationship types, including personal, clinical, and organizational connections, enabling users to easily view and manage these associations in a single, unified interface.

Exact Extract:

"With Actionable Relationship Center, care coordinators and other users can view, create, and manage the relationships between patients, their care teams, household members, and service providers. The ARC visualization tool shows complex relationships between people and organizations." Reference:

User Experience:

The visual nature of ARC allows users to not only see but also take actions on relationships (for example, add new relationships or navigate directly to related records) without leaving the ARC view. This functionality is not provided by the Patient Card, Care Team, or Enhanced Timeline, which focus on other aspects of patient information or care.

Differentiation from Other Features:

Patient Card: Displays a summarized view of patient details and care info.

Care Team: Manages members involved in a patient's care but does not visualize all associations.

Enhanced Timeline: Focuses on displaying chronological care events.

Conclusion:

For visualizing and acting on all types of relationships-personal, practitioner, organizational, and more-the Actionable Relationship Center is the recommended and officially documented Health Cloud feature.

NEW QUESTION: 6

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

Answer: A (LEAVE A REPLY)

* Medication Management in Health Cloud enables providers to view all of a patient's prescription history in one place, supporting medication reconciliation and review for better health outcomes.

Extract:

"Use Medication Management to track and review patient prescriptions, past and present, ensuring a comprehensive view of medication history and supporting care team collaboration." (Source: Administer Health Cloud - Medication Management)

* Other options (Intelligent Appointment Management, Virtual Care, Integrated Care Management) do not provide comprehensive medication tracking.

NEW QUESTION: 7

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

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

- A. Reusable Verification FlexCards
- B. Identity Verification Flow Templates
- C. Customer Identity OmniScript Templates
- D. Verify Customer Identity Process Flow

Answer: (SHOW ANSWER)

Out-of-the-box caller authentication in Health Cloud is primarily supported through Identity Verification Flow Templates. These flow templates are designed to help organizations comply with HIPAA and other regulatory requirements by standardizing the caller verification process for contact center agents.

Step-by-Step Reference:

Health Cloud provides Identity Verification Flow Templates that streamline the authentication of callers, reducing manual processes and ensuring regulatory compliance.

Extract:

"Use the Health Cloud Identity Verification Flow Templates to verify a caller's identity based on information you select, such as date of birth, phone number, or other criteria." (Source: Administer Health Cloud) These templates can be deployed as standard flows and easily customized for the organization's authentication requirements.

Extract:

"Leverage out-of-the-box Identity Verification Flow Templates to quickly set up and deploy identity verification processes in your contact center." (Source: Administer Health Cloud - Identity Verification) This approach is preferred over FlexCards, OmniScripts, or ad-hoc processes, as it provides a compliant and guided experience.

NEW QUESTION: 8

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

Choose 3 answers

- A. Document Rotation
- B. Barcode Scanning

- C. Record Type Association
- D. Automated Document Checklist Item Creation
- E. eFax Connection

Answer: ([SHOW ANSWER](#))

Step-by-Step

Health Cloud Intelligent Document Automation (IDA) Capabilities:

IDA automates processing of incoming documents (like insurance cards or clinical records).

Out-of-the-box features allow:

Document Rotation: For correcting the orientation of scanned/received documents.

Record Type Association: For matching documents to appropriate Salesforce record types (such as associating a document with a Patient or Encounter).

Automated Document Checklist Item Creation: Automatically creating checklist items for actions (e.g., missing forms or needed verifications).

Supported and Unsupported Features:

Barcode Scanning: Not an out-of-the-box feature of Health Cloud IDA (may require third-party solutions).

eFax Connection: While Health Cloud supports document management, direct eFax integration is not out-of-the-box.

Official Document Extracts:

From Salesforce Help:

"You can rotate, associate, and automate checklist items for documents received in Health Cloud using Intelligent Document Automation."

- Administer Health Cloud - Document Automation

Reference:

Intelligent Document Automation Overview

NEW QUESTION: 9

A customer wants to view medication data from Health Cloud leveraging FHIR standards.

Which Health Cloud data model should a consultant use?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

- 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: (SHOW ANSWER)

The Advanced Patient Card in Health Cloud is a FlexCard-based UI component that can be extended to show more patient context, such as Clinical Alerts. To display additional fields (Category, SubjectID, Date for active alerts), the developer should:

A . Clone the parent card

Best practice is to clone the delivered parent Patient Card rather than edit it directly, so you preserve the Salesforce-provided baseline functionality.

B . Create and activate a new child card

Child cards display specific contextual data (such as Clinical Alerts).

To customize which fields show, you create a new child card and activate it.

C . Create a DataRaptor to extract necessary data

Clinical Alert data must be pulled from Health Cloud objects.

A DataRaptor Extract retrieves the required fields (Category, SubjectID, Date) for use in the FlexCard child component.

Why not the others?

D . Define session variables to control visibility of clinical data - Session variables can control context in OmniStudio, but they aren't required just to display fields on the Patient Card.

E . Change the child card state to show active - Card states are used for conditional rendering (loading, error, empty states). Showing active alerts requires data filtering in the DataRaptor, not card state changes.

Salesforce Health Cloud Reference:

* Salesforce Health Cloud - Advanced Patient Card

"Clone the Advanced Patient Card to customize it while preserving the delivered version."

"Use child cards to display detailed data such as conditions, medications, or clinical alerts."

"Retrieve data for FlexCards with DataRaptor Extracts."

NEW QUESTION: 11

A provider is looking to implement Utilization Management in Health Cloud and submit and track prior authorizations.

Which two capabilities should a consultant customize to achieve this?

Choose 2 answers

A. Customize the Service Request object.

B. Create a new UtilizationManagementSettings record in Custom Settings.

C. Integrate using MuleSoft Direct for electronic Prior Authorizations (ePA).

D. Create a new Support Process to match the customer's process steps.

Answer: (SHOW ANSWER)

Health Cloud supports Utilization Management (UM) through the Service Request object, which tracks prior authorization requests, and through integration with electronic prior authorization systems using MuleSoft.

Customize the Service Request object:

Extract:

"The Service Request object is at the core of the Utilization Management process in Health Cloud. You can customize fields, page layouts, and automation to match your business processes for prior authorization." (Source: Administer Health Cloud - Utilization Management) Integrate using MuleSoft Direct for ePA:

Extract:

"Integrate Health Cloud Utilization Management with external systems using MuleSoft Direct, enabling electronic submission and tracking of prior authorizations." (Source: Administer Health Cloud - Utilization Management Integration) Why not B or D? There is no standard custom setting called UtilizationManagementSettings for this process. Support Process is more for standard Salesforce Cases and not directly linked to Utilization Management flows in Health Cloud.

NEW QUESTION: 12

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

Which solution should a consultant recommend?

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

Answer: ([SHOW ANSWER](#))

Step-by-Step

Discovery Framework for PROMs Surveys:

The Discovery Framework in Health Cloud supports question banks, standardized survey templates, and version control.

Exact Extract:

"Use the Discovery Framework to create assessments with question banks, reusable questions, and versioning to manage standardized surveys such as PROMs." Reference: Why Not Other Options?

Salesforce Surveys/Salesforce Feedback Management: Support surveys, but do not natively support question banks or version control for standardized, healthcare-specific forms.

Health Cloud Forms: Used for simple data capture, not for full-featured assessments with question banks and versioning.

Conclusion:

The Discovery Framework is the recommended solution for managing PROMs with question banks and version control.

NEW QUESTION: 13

Bloomington Caregivers needs to migrate Health Condition records from its previous org with International Classification of Diseases (ICD) information.

Which two objects should an administrator load with data prior to migrating this information, to ensure a successful data load?

Choose 2 answers

- A. code set
- B. Account
- C. Healthcare Diagnosis
- D. Clinical Encounter

Answer: (SHOW ANSWER)

NEW QUESTION: 14

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. Define a PGI Library and care plan templates using the library.
- B. Create care program templates and assign them to patients.
- C. Configure an action plan template with tasks for each PGI.
- D. Coach the care coordinators to quickly create tasks using a checklist.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 15

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

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

- A. FlexCard
- B. Flow
- C. Apex Class
- D. OmniScript

Answer: D (LEAVE A REPLY)

In Salesforce Health Cloud Advanced Therapy Management (ATM), the enrollment process for associating patients to Care Programs is driven by OmniStudio OmniScripts. Salesforce provides out-of-the-box OmniScripts for patient enrollment.

Best practice: Instead of building from scratch, you clone the delivered OmniScript and then customize it to align with your customer's unique enrollment process.

This approach ensures you continue to leverage Health Cloud's standard functionality while tailoring the process flow.

Why not the others?

A . FlexCard - Displays patient/care program info but doesn't handle the guided enrollment process.

B . Flow - Standard Salesforce Flows are not used for ATM enrollment; Health Cloud leverages OmniScripts for these guided workflows.

C . Apex Class - Only needed for custom logic; cloning Apex is not recommended for configuration/customization here.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Implementation Guide - Advanced Therapy Management:

"Enrollment processes for patients into Care Programs are delivered as OmniScripts. To customize these processes, clone the standard OmniScript and modify it to meet your business needs."

NEW QUESTION: 16

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

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

A. Units of Measure, Remote Monitoring Device Types, Care Observations, Code Sets

B. Units of Measure, Code Sets, Remote Monitoring Device Types, Care Episodes

C. Code Sets, Units of Measure, Care Metric Targets, Care Observations

D. Code Sets, Biometrics, Care Observations, Chart Metrics

Answer: (SHOW ANSWER)

In Salesforce Health Cloud, the Remote Monitoring capability enables healthcare providers to capture and analyze patient-generated health data (from devices such as glucose monitors, blood pressure cuffs, or fitness trackers).

To implement this functionality, the following records must be populated:

Units of Measure - Defines the measurement units (e.g., mmHg, bpm, mg/dL) for device readings.

Remote Monitoring Device Types - Represents the categories of patient devices (e.g., heart rate monitor, glucose meter).

Care Observations - Stores the actual readings (vital signs, measurements) coming from the devices.

Code Sets - Provides standardized medical coding (e.g., LOINC, SNOMED, ICD) for interoperability and classification of device data.

Together, these records form the Remote Monitoring data model.

Why not the others?

B . Units of Measure, Code Sets, Remote Monitoring Device Types, Care Episodes Care Episodes are for tracking episodes of care, not device data.

C . Code Sets, Units of Measure, Care Metric Targets, Care Observations Care Metric Targets are for goal setting, not required for capturing device data.

D . Code Sets, Biometrics, Care Observations, Chart Metrics

"Biometrics" and "Chart Metrics" are not the correct Health Cloud objects for Remote Monitoring; instead, Remote Monitoring Device Types + Care Observations are used. Salesforce Health Cloud Reference:

* Salesforce Health Cloud - Remote Patient Monitoring:

"Use Remote Monitoring Device Types, Units of Measure, Code Sets, and Care Observations to capture and store data from connected health devices."

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NEW QUESTION: 17

A MedTech company needs to manage its run rate 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. Sales Agreements
- C. Remote Device Monitoring
- D. Advanced Account Forecasting

Answer: (SHOW ANSWER)

NEW QUESTION: 18

An agent at a MedTech company requires a UI component that displays customer data and contains a link to create a new order. Once clicked, the link starts a process to build a new order and displays the available products for purchase.

Which three OmniStudio capabilities are required to solve this use case?

Choose 3 answers

- A. DataRaptors
- B. Integration Procedures
- C. Document Generation
- D. Flexcards
- E. OmniScript

Answer: (SHOW ANSWER)

The use case describes:

A UI component to display customer data → FlexCards

A link to start a process (build a new order) → OmniScript

Retrieving and displaying available products → DataRaptors (and often Integration Procedures if orchestration is needed).

Let's map it step by step:

D . FlexCards → Used to display contextual customer data on the UI and provide clickable actions (like "Create New Order").

E . OmniScript → Guides the user through the order creation process, step by step (product selection, details, confirmation).

A . DataRaptors → Extract and load Salesforce data (e.g., retrieving available products, saving the order).

* These three are the core capabilities needed.

Why not the others?

B . Integration Procedures - Helpful if the solution requires multiple data sources or orchestration, but the question doesn't explicitly state external integration or complex orchestration. If data is all within Salesforce, DataRaptors are enough.

C . Document Generation - Used to create documents (PDFs, Word, etc.), which isn't part of this order creation flow.

Salesforce Health Cloud / OmniStudio Reference:

* Salesforce OmniStudio Developer Guide

"FlexCards present contextual information and actions in a UI component."

"Use OmniScripts to guide users through business processes such as creating orders."

"DataRaptors retrieve, transform, and save Salesforce data for use in OmniScripts and FlexCards."

NEW QUESTION: 19

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

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

Choose 2 answers

A. Health Cloud permission set license

B. Health Cloud Platform permission set license

C. Health Cloud Foundation permission set license

D. Health Cloud Standard permission set license

Answer: (SHOW ANSWER)

NEW QUESTION: 20

A. Create custom report types for clinical objects.

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

Answer: (SHOW ANSWER)

To ensure a provider can create and view Salesforce reports analyzing patient outcomes and referrals, the following steps are required:

A . Create custom report types for clinical objects.

Health Cloud clinical data (e.g., patient outcomes, referrals, care plans) resides in custom objects.

To report on them, you must create custom report types.

D . Enable the enhanced Analytics for Healthcare setting in Setup.

This setting provides preconfigured reports and dashboards tailored for healthcare, such as referrals, utilization, and outcomes reporting.

E . Assign appropriate permissions to internal users.

Providers need the correct Health Cloud and reporting permissions to access and run these reports.

Without appropriate object-level and FLS permissions, reports won't display the necessary data.

Why not the others?

B . Leverage the Patient Referral Management unmanaged package - Referral management is now native in Health Cloud. The unmanaged package was used in early versions but is deprecated and not recommended.

C . Adjust template care management reports and dashboards - These are useful but do not provide referral and outcome reporting by themselves. Customization and proper report type setup are still required.

Salesforce Health Cloud Reference:

* Salesforce Health Cloud Implementation Guide - Reports and Dashboards:

"Enable Enhanced Analytics for Healthcare to access out-of-the-box reports and dashboards for referrals, utilization management, and patient outcomes."

"Create custom report types for Health Cloud clinical objects to extend reporting capabilities."

"Ensure users have the appropriate object and field permissions to run reports."

NEW QUESTION: 21

Bloomington Caregivers has replaced its legacy Contact Center application with Health Cloud. During user acceptance testing (UAT), the call center team is reporting differences between current Identity Verification business processes and what was built in Health Cloud.

The call center manager has requested the following changes:

* Birth Date be available in results and as an optional verifier, but no longer required for verification purposes

* Add 'Bloomington ID', a custom field on Account, to search results and as a required verifier What should a consultant do to meet these requirements?

A. Add two new Identity Verification Process Field records for 'Bloomington to one with the Field Type set to Result Field and one with Field Type set Optional Verifier. Delete the Birth Date record which has the Field Type value Required Verifier.

B. Add 'Bloomington ID' to the picklist choices within the Identity Verification flow and mark it as required. Remove the Birth Date record from the required fields picklist and add Birth Date to the optional verifiers picklist.

C. Add two new Identity Verification Process Field records for 'Bloomington one with Field Type set to Result Field and one with Field Type set to Required Verifier. Change the Birth Date record with Field Type value Required Verifier to Optional Verifier.

D. Add two new Identity Verification Process Field records for "Bloomington Set the Field Tyne to Result Field and set the Required field to true.

Answer: (SHOW ANSWER)

Step 1: Requirement Analysis

Birth Date should be a result field and an optional verifier (not required).

Bloomington ID (a custom field) should appear in search results and be a required verifier.

Step 2: Salesforce Health Cloud Identity Verification Process Configuration The Identity Verification Process Field object in Health Cloud determines which fields are used for search results, required verification, or optional verification during the identity verification process.

You can add multiple records for a field with different purposes (e.g., one as Result Field and another as Required/Optional Verifier).

Extract:

"You can add or modify Identity Verification Process Field records to control which fields are shown as search results, required verifiers, or optional verifiers. For example, to make a field a required verifier, set Field Type to 'Required Verifier'. To make a field show in results, set Field Type to 'Result Field'. You can have more than one record for the same field with different Field Types." Administer Health Cloud - Identity Verification Process

Step 3: Actions Needed For Bloomington ID:

Add a record with Field Type = Result Field (to display in search results) Add another record with Field Type = Required Verifier (to make it a required field for verification) For Birth Date:

Update the current record so that Field Type is changed from Required Verifier to Optional Verifier (to make it not required but still usable as a verifier) Ensure there is a record with Field Type = Result Field if Birth Date should show in the results Step 4: Review of Options

A: Incorrect; it says to delete the Birth Date Required Verifier instead of changing it to optional.

B: Not the right object/method; doesn't mention the correct object (Identity Verification Process Field).

C: Correct; matches the best practices and object structure in Health Cloud.

D: Incomplete; does not cover all configuration requirements.

Add two new Identity Verification Process Field records for 'Bloomington one with Field Type set to Result Field and one with Field Type set to Required Verifier. Change the Birth Date record with Field Type value Required Verifier to Optional Verifier.

Reference:

Health Cloud Identity Verification Process Setup

NEW QUESTION: 22

An external provider wants to get a patient's allergy information from Bloomington Caregivers' Health Cloud system.

Which Health Cloud API should a consultant recommend?

A. Clinical Summary Healthcare API

B. Q Interoperability API

C. AllergyMedication API

D. Patient Healthcare API

Answer: (SHOW ANSWER)

Step-by-Step

Requirement:

External provider needs access to patient allergy information.

Interoperability API:

Salesforce Health Cloud provides FHIR-based Interoperability APIs that expose clinical data, including AllergyIntolerance resources.

"Use the Health Cloud Interoperability API (FHIR R4) to retrieve AllergyIntolerance resources and other clinical data for a patient."

- Health Cloud Interoperability API Guide

Other Options:

Clinical Summary Healthcare API: Provides a summary but not structured, granular allergy data.

AllergyMedication API: Not a standard Salesforce API.

Patient Healthcare API: Broader resource, but allergies specifically are available through the Interoperability API.

Reference:

Health Cloud Interoperability API Guide

NEW QUESTION: 23

Administrators at Bloomington Caregivers track patients' doctor visits in Health Cloud. The administrators need to send all of their patients' visit information to their Enterprise Resource Planning (ERP) system for a weekly billing cycle.

Which integration pattern should a consultant recommend for this?

- A. Fire and Forget with an Enterprise Service Bus (ESB) tool
- B. Nightly batch extract using an Extract, Transform, and Load (ETL) tool
- C. ERP system to call the FHIR Billing API in Health Cloud
- D. Request and Reply with an Enterprise Service Bus (ESB) tool

Answer: B (LEAVE A REPLY)

The scenario is about sending patients' visit information from Health Cloud to an ERP system on a weekly billing cycle.

This is a scheduled, bulk-data transfer requirement (not real-time, not request/response).

The correct integration pattern here is a batch extract using an ETL tool.

ETL tools (like Informatica, Mulesoft, Talend) are best for handling scheduled bulk data movement between Salesforce and external systems, especially for billing cycles.

The process can be scheduled nightly/weekly to pull visit data and send it to the ERP system.

Why not the others?

A . Fire and Forget with ESB - Used for real-time event-driven messaging (e.g., when an event happens, send a message immediately). Not needed here since the requirement is weekly batch.

C . ERP system to call the FHIR Billing API in Health Cloud - This would make sense if the ERP were pulling billing records via FHIR APIs, but here the need is sending visit data from Salesforce → ERP in bulk.

D . Request and Reply with ESB - Used when an external system calls Salesforce and expects an immediate response. Not applicable for scheduled, large-scale billing exports.

Salesforce Health Cloud Reference:

* Salesforce Health Cloud Integration Guide:

"For billing, claims, or other periodic back-office processes, use a batch integration pattern with an ETL tool to extract large volumes of patient and encounter data from Salesforce on a scheduled basis." Salesforce Integration Patterns and Practices Salesforce Health Cloud Data Exchange

NEW QUESTION: 24

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 activate the Timeline.
- C. Add the Timeline component to the Patient Lightning page and select the Timeline.
- D. Assign the users permissions to be able to view the Timeline before adding it to the Timeline component.

Answer: (SHOW ANSWER)

After deploying Enhanced Timeline, you must register the custom object to the Timeline before it will appear in the Timeline component on the Lightning page.

* Extract:

"Add new objects to the Timeline after deployment in setup, then update the Timeline component to include them." (Source: Administer Health Cloud - Enhanced Timeline)

NEW QUESTION: 25

An administrator for Health Cloud wants to ensure that the files in their full sandbox instance are encrypted.

Which encryption solution supports the encryption of files in this scenario?

- A. Classic Encryption
- B. Salesforce Shield
- C. Salesforce Data Mask
- D. Industry Data Security

Answer: (SHOW ANSWER)

Step-by-Step

Requirement:

Encrypt files in a full sandbox instance.

Salesforce Shield Platform Encryption:

Provides encryption of files and attachments at rest across Salesforce environments (including sandboxes).

"Use Shield Platform Encryption to encrypt files and attachments stored in Salesforce, including those in sandbox environments."

- Salesforce Shield Platform Encryption Guide

Other Options:

Classic Encryption: Only encrypts a limited set of standard fields, not files or attachments.

Salesforce Data Mask: Masks data for sandbox use, but does not encrypt files for runtime.

Industry Data Security: Not a Salesforce product for file encryption.

Reference:

Shield Platform Encryption Guide

NEW QUESTION: 26

A pharma customer requires a scheduling tool to book infusions with multiple steps as part of its Health Cloud implementation. It needs a solution for care coordinators to book appointments without having to manually check availability and resources themselves.

Which solution should a consultant recommend?

- A. Salesforce Scheduler
- B. Intelligent Appointment Management
- C. Procedure Scheduling
- D. Advanced Therapy Management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 27

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

Which two out-of-the-box permission sets should the consultant assign to the users to give them access to Health Cloud?

Choose 2 answers

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

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. Remove the Try-Catch.
- B. Build If-Else logic.
- C. Update the Test Condition.
- D. Add a Conditional Block.

Answer: ([SHOW ANSWER](#))

To ensure that the new office address is sent to patients via email after booking, you need logic in the Integration Procedure that checks the office location and triggers the correct email template.

Conditional Blocks in Integration Procedures allow developers to execute actions (like sending a specific email) only when certain conditions are met-such as the new office location.

Extract:

"Use a Conditional Block in an Integration Procedure to execute logic based on data values or conditions. For example, send a specific notification when a record matches certain criteria." (Source: Omnistudio Standard Guide - Integration Procedures) Why not A, B, or C?

Removing Try-Catch, building If-Else logic, or only updating test conditions do not leverage the maintainable and declarative power of Conditional Blocks in Integration Procedures.

NEW QUESTION: 29

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)

* The Health Cloud Reports for Patient Referral Management unmanaged package provides prebuilt reports and dashboards to analyze referrals.

Extract:

"The Health Cloud Reports for Patient Referral Management unmanaged package includes reports and dashboards that help track patient referrals in Salesforce." (Source: Administer Health Cloud - Reports and Dashboards)

* Other options are either not standard package names or do not match referral reporting.

NEW QUESTION: 30

- A.** Utilization Management
- B.** Provider Network Management
- C.** Intelligent Appointment Management
- D.** Integrated Care Management

Answer: (SHOW ANSWER)

Step 1: Requirement Analysis

Payer needs to manage healthcare expenses while ensuring quality, affordable care.

Seeks to streamline approval processes for care requests.

Step 2: Utilization Management in Health Cloud

Utilization Management (UM) provides workflows and automation for reviewing, approving, or denying care requests. This supports balancing cost controls with quality care through evidence-based review processes.

Extract:

"Utilization Management helps payers manage costs and ensure members receive appropriate care by streamlining the review and approval process for pre-authorizations and care requests." Administer Health Cloud - Utilization Management Step 3: Review of Options A . Utilization Management: Directly addresses care request review, cost, and quality balance.

B . Provider Network Management: Focuses on managing provider networks, not utilization/cost review.

C . Intelligent Appointment Management: For scheduling only.

D . Integrated Care Management: Focuses on care coordination, not cost/approval workflow.

NEW QUESTION: 31

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

Which two Health Cloud solutions should a consultant recommend?

Choose 2 answers

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

Answer: (SHOW ANSWER)

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NEW QUESTION: 32

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

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

Answer: (SHOW ANSWER)

The requirement is to identify the Health Cloud feature that helps ensure compliance with the Health Insurance Portability and Accountability Act (HIPAA), which governs the protection of Protected Health Information (PHI). HIPAA compliance requires robust security measures, including access controls and data protection. Let's evaluate the options.

Option A: Data visualization and analytics

Data visualization and analytics in Health Cloud provide insights into patient data and care coordination but do not directly address HIPAA compliance requirements like securing PHI or controlling access. These features are more about operational efficiency than security.

Reference:

Option B: Real-time monitoring and alerts

Real-time monitoring and alerts in Health Cloud track patient conditions or system events (e.g., missed appointments). While useful for care delivery, they do not directly enforce HIPAA's security requirements, such as access control or encryption of PHI.

Option C: User authentication and access control

User authentication and access control are critical Health Cloud features that ensure only authorized users can access PHI, a core requirement of HIPAA. Health Cloud leverages Salesforce's robust security model, including role-based access, profiles, permission sets, and multi-factor authentication (MFA), to protect sensitive data. The Salesforce Security Guide explicitly links these features to HIPAA compliance.

Step-by-Step

User Authentication: Health Cloud requires users to authenticate via secure methods (e.g., username/password, MFA) to access the system.

Access Control: Administrators configure roles, profiles, and permission sets to restrict access to PHI based on the principle of least privilege.

Auditing: Health Cloud supports audit trails to track access and changes to PHI, ensuring traceability.

Compliance: These features align with HIPAA's requirements for administrative safeguards (e.g., access management) and technical safeguards (e.g., authentication).

Salesforce Security Guide, "HIPAA Compliance," states, "Salesforce Health Cloud supports HIPAA compliance through user authentication, access controls, and audit capabilities to protect PHI." Salesforce Health Cloud Admin Guide, "Security and Compliance," notes, "User authentication and access control ensure that only authorized personnel access sensitive patient data, aligning with HIPAA requirements." Option D:

Social media integration Social media integration is not a Health Cloud feature and is irrelevant to HIPAA compliance. Sharing PHI on social media would violate HIPAA regulations, and Health Cloud does not support such functionality.

Why Option C is Correct:

HIPAA mandates strict controls on who can access PHI, and user authentication and access control in Health Cloud directly address this by ensuring secure, role-based access to sensitive data. These features are foundational to Salesforce's HIPAA compliance strategy, as outlined in the Security Guide.

Additional Considerations:

Shield Platform Encryption: While not listed as an option, Health Cloud can use Shield Platform Encryption to further protect PHI, complementing access controls.

Audit Trails: The Salesforce Security Guide highlights audit trails as part of HIPAA compliance, which work alongside authentication and access controls.

Reference Summary:

Salesforce Security Guide: HIPAA compliance and user authentication/access control.

Salesforce Health Cloud Admin Guide: Security and compliance features.

Salesforce Architect Resources: Security best practices for HIPAA.

NEW QUESTION: 33

A customer is implementing Intelligent Appointment Management in Health Cloud to eliminate swivel chair to other scheduling systems.

Which two connectivity options should a consultant leverage as the scheduling engine?

Choose 2 answers

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 34

Bloomington Caregivers is looking to view potential drug-to-drug interactions for its patients' medications and make recommendations based on that data within Health Cloud.

Which Health Cloud add-on should a consultant recommend to fulfill this requirement?

- A. Medication Interactions
- B. RxNorm DDI Connectivity
- C. Allergy Intolerance
- D. Medication Management

Answer: ([SHOW ANSWER](#))

Step 1: Requirement Analysis

Bloomington Caregivers wants to view potential drug-to-drug interactions for patients' medications and make recommendations based on that data within Health Cloud.

Step 2: Health Cloud Add-On for Drug Interaction

The Medication Management add-on in Salesforce Health Cloud is specifically designed to handle comprehensive medication tracking, including the ability to surface potential drug-to-drug interactions and provide recommendations for care teams.

Extract:

"With Health Cloud Medication Management, you can track all of a patient's prescribed and OTC medications, receive potential drug-drug interaction alerts, and use this data to provide recommendations and clinical guidance." Administer Health Cloud - Medication Management Medication Interactions and RxNorm DDI Connectivity are not standalone Salesforce Health Cloud add-ons; the capability is delivered as part of the broader Medication Management feature set.

Allergy Intolerance is used to track allergy data, not drug interactions.

NEW QUESTION: 35

A healthcare organization is launching a new gene therapy program, and an administrator needs to leverage Advanced Therapy Management.

In which two ways does Advanced Therapy Management assist the healthcare organization with its complex scheduling requirements?

Choose 2 answers

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

Answer: (SHOW ANSWER)

Step 1: Requirement Analysis

Admin needs to leverage Advanced Therapy Management for complex gene therapy scheduling.

Step 2: Key Capabilities of Advanced Therapy Management

* Book multi-step appointments: Supports sequencing and booking complex, interdependent appointments and procedures (e.g., cell collection, manufacturing, infusion).

* Reschedule part of the appointment chain: Enables rescheduling one step in a multi-step process without rebooking the entire chain.

Extract:

"Advanced Therapy Management allows for the orchestration of complex, multi-step appointment chains and the flexibility to reschedule individual steps in the chain."

Administer Health Cloud - Advanced Therapy Management Other options:

* A: Telehealth scheduling is not a specific feature of Advanced Therapy Management.

* D: Einstein is not natively used for chain optimization in Advanced Therapy Management as per current documentation.

Verified Answers:

- B). Book multi-step appointments.
- C). Reschedule part of the appointment chain.

NEW QUESTION: 36

Bloomington Caregivers is currently in the process of updating its systems as part of a corporate-wide digital transformation initiative. Which two considerations should a consultant include when configuring security, sharing, and visibility rules in Health Cloud to meet a healthcare organization's needs?

Choose 2 answers

- A. Ensure that data mask is used in production to appropriately manage protected health information (PHI).
- B. Understand customer needs, data security, privacy concerns, regulatory compliance, and sharing or visibility restrictions.

C. Regularly review and update security, sharing, and visibility settings in Health Cloud to align with evolving needs, regulations, and organizational policies.

D. Review Salesforce documentation and implement a standardized security and visibility model.

Answer: (SHOW ANSWER)

When configuring security, sharing, and visibility in Salesforce Health Cloud, consultants must consider healthcare-specific requirements such as HIPAA, GDPR, and organizational policies. Two critical considerations are:

B . Understand customer needs, data security, privacy concerns, regulatory compliance, and sharing or visibility restrictions.

Healthcare data involves PHI (Protected Health Information), which requires strict compliance with HIPAA and regional regulations.

Consultants must tailor security models to meet specific privacy and compliance requirements.

C . Regularly review and update security, sharing, and visibility settings in Health Cloud to align with evolving needs, regulations, and organizational policies.

Regulations change, and so do organizational needs. Security and sharing rules must be reviewed and updated periodically to ensure ongoing compliance and relevance.

Why not the others?

A . Ensure that data mask is used in production to appropriately manage PHI.

Salesforce Data Mask is a tool for sandbox data anonymization, not for production. PHI in production should be secured using encryption, field-level security, and sharing rules-not Data Mask.

D . Review Salesforce documentation and implement a standardized security and visibility model.

While documentation is helpful, healthcare organizations require tailored security models that fit unique compliance and data access needs, not a one-size-fits-all model.

Salesforce Health Cloud Reference:

* Salesforce Health Cloud Security & Compliance Guidance:

"When configuring Health Cloud, ensure security models reflect customer needs, privacy concerns, and regulatory compliance (HIPAA, GDPR, etc.)."

"Review and update security, sharing, and visibility models regularly to address evolving business, regulatory, and compliance requirements."

NEW QUESTION: 37

A pharma company wants the ability to:

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

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

- A.** Utilization Management, Care Management, Intelligent Document Automation, Intelligent Appointment Management
- B.** virtual Care, Intelligent Appointment Management, Intelligent Document Automation, Intelligent Document Reader
- C.** Intelligent Appointment Management, Benefits Verification, Intelligent Document Automation, eFax Integration
- D.** Intelligent Document Automation, Intelligent Appointment Management, Intelligent Document Reader, Benefits Verification

Answer: (SHOW ANSWER)

Step-by-Step

Business Process Capabilities:

Intelligent Document Automation: Upload and process patient insurance cards.

Intelligent Document Reader: OCR and extract information to automatically create Member Plan records.

Benefits Verification: Check and verify patient insurance benefits.

Intelligent Appointment Management: Schedule on behalf of the patient with providers.

Salesforce Documentation Reference:

"Use Intelligent Document Automation and Intelligent Document Reader to upload and extract insurance card details, with automated Member Plan creation. Use Benefits Verification and Intelligent Appointment Management to enable scheduling and eligibility checks."

- Health Cloud: Intelligent Document Automation
- Health Cloud: Benefits Verification
- Health Cloud: Intelligent Appointment Management

Why not the other options?

Only D includes all needed automation for insurance card processing, Member Plan record creation, benefits verification, and scheduling.

Reference:

Intelligent Document Automation

Intelligent Document Reader

Benefits Verification

Intelligent Appointment Management

NEW QUESTION: 38

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

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

Choose 3 answers

- A.** Adding a QR Code
- B.** SMS Assessment Completion

- C. FHIR Question Bank
- D. Digital Signature Capture
- E. Using Previously Submitted Responses

Answer: ([SHOW ANSWER](#))

Step 1: Understanding the Discovery Framework in Health Cloud

The Discovery Framework in Salesforce Health Cloud is designed to streamline intake and clinical assessments by providing reusable, modular, and compliant tools for healthcare organizations. It enables organizations to collect, store, and reuse responses to assessment questions efficiently and securely.

Reference:

"Discovery Framework provides a way to design, distribute, and reuse forms and assessments for clinical and non-clinical scenarios. It leverages reusable question banks, digital data capture, and integration with Health Cloud objects." Administer Health Cloud - Assessments and Discovery Framework Step 2: FHIR Question Bank Capability: The use of a FHIR-based Question Bank allows healthcare organizations to standardize questions and reuse them across multiple assessments. This ensures consistency and regulatory compliance in data collection.

Extract:

"The Question Bank leverages the FHIR Questionnaire resource, making it easy to define, store, and reuse question sets for various clinical assessments." Administer Health Cloud - Discovery Framework: Question Bank Step 3: Digital Signature Capture Capability: Digital Signature Capture is supported natively in Health Cloud assessments, ensuring consent, authenticity, and regulatory compliance.

Extract:

"Out-of-the-box support for digital signature capture in assessment forms allows for secure, auditable consent capture, which is often required for clinical or legal compliance." Administer Health Cloud - Discovery Framework Features Step 4: Using Previously Submitted Responses Capability: The ability to use previously submitted responses enhances user experience and speeds up the intake process by pre-populating assessments with earlier responses where relevant.

Extract:

"You can configure assessments to pre-fill questions with responses from prior assessments, supporting both efficiency and patient engagement." Administer Health Cloud - Reuse of Data in Assessments Step 5: Options Not Natively Supported Out-of-the-Box A . Adding a QR Code: Not natively supported in Health Cloud Discovery Framework out-of-the-box for assessments. This would require custom development or external integrations.

B . SMS Assessment Completion: Not supported out-of-the-box; may require integration with Marketing Cloud or external SMS services and customization.

Reference for non-supported features:

"Features such as QR code generation or SMS completion notifications are not available out of the box and would require customizations or integrations." Administer Health Cloud

NEW QUESTION: 39

When accessing a person account record within Health Cloud, the user must have access to the entire account.

What should a consultant do in this scenario, according to Health Cloud implementation best practice?

- A.** Set Modify All on the Account object at the Profile level.
- B.** Set Contacts to Controlled by Parent.
- C.** Set Private for the Contact object.
- D.** Set the organization-wide default to Public Read Write for the Account object.

Answer: ([SHOW ANSWER](#))

Step-by-Step

Salesforce Health Cloud Best Practice for Person Accounts Access:

Person Accounts in Salesforce are a combination of an Account and a Contact.

To ensure that access to the person account (patient record) gives access to all data on the record, Salesforce recommends setting the Contact sharing setting to "Controlled by Parent".

This means the sharing and visibility of the Contact (patient details) will follow the sharing settings of the parent Account (the Person Account).

Salesforce Documentation Reference:

"For Person Account sharing and access, set the Contact object sharing setting to Controlled by Parent. This ensures that users with access to the Account (Person Account) also have access to the associated Contact data."

- Reference: Health Cloud Implementation Guide, Sharing and Access

Why Not the Other Options?

- A .** Set Modify All on the Account object at the Profile level: Too broad; not recommended due to least privilege principle.
- C .** Set Private for the Contact object: Would prevent access to the Contact, even if user has access to the Account.
- D .** Set the organization-wide default to Public Read Write for the Account object: Not best practice for healthcare, as it risks overexposing sensitive data.

Reference:

Health Cloud Implementation Guide - Sharing and Access

NEW QUESTION: 40

A. Use Role Hierarchy to control data access, implement password policies for user accounts, and use IP Restrictions to limit access to trusted networks.

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 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.

E. Security Health Check + DLP policies → Useful for improving org security posture, but Salesforce does not have native DLP policies like in other security platforms. This doesn't satisfy the encryption + monitoring requirement.

Answer: (SHOW ANSWER)

Salesforce Health Cloud / Security Reference:

* Salesforce Shield Overview:

"Use Shield Platform Encryption for encryption at rest."

"Use Event Monitoring to monitor and track user activity across apps."

"Use Field Audit Trail to retain field value changes for compliance requirements."

Explanation:

The requirement is:

Encryption at rest → Handled by Salesforce Shield Platform Encryption.

Notification of activities (user monitoring, data access) → Provided by Event Monitoring in Salesforce Shield.

Extensive field tracking → Achieved with Field Audit Trail, also part of Salesforce Shield.

That's why the correct answer is the Salesforce Shield bundle, which directly addresses all three compliance needs.

Why not the others?

A). Role Hierarchy, Password Policies, IP Restrictions → These are basic Salesforce security features, but they don't provide encryption at rest or activity monitoring.

B). Field Audit Trail + Encryption + 2FA → Close, but Field Audit Trail and Encryption require Shield anyway, and 2FA is important but doesn't meet the monitoring requirement.

NEW QUESTION: 41

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. Life Sciences

B. Provider Engagement

C. Intelligent Sales

D. Inventory Management

Answer: (SHOW ANSWER)

The use case mentions:

Plan and track surgical case visits

Manage device inventory

Run cycle counts

These requirements directly align with the Health Cloud Inventory Management data model.

Inventory Management in Health Cloud is designed for MedTech and Life Sciences companies to track:

Surgical case planning and scheduling

Medical device and implant inventory management

Cycle counts and stock levels across facilities

It supports end-to-end surgical case tracking, ensuring the right devices are available at the right place and time.

Why not the others?

A . Life Sciences - Broader model used for clinical trials, patient programs, and pharma engagement, but not focused on surgical case + device inventory.

B . Provider Engagement - Used for managing provider relationship data (e.g., physician affiliations, facilities), not inventory or surgical planning.

C . Intelligent Sales - Focused on sales optimization and customer engagement, not surgical case or inventory management.

Salesforce Health Cloud Reference:

* Salesforce Health Cloud - Inventory Management Guide:

"Use the Inventory Management data model to manage device inventory, surgical case planning, cycle counts, and medical device tracking across healthcare facilities."

NEW QUESTION: 42

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. Pipeline Analytics

B. Data Processing Engine

C. Business Rules Engine

D. Flow for Industries

Answer: (SHOW ANSWER)

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference Provider Search and Performance: The Data Processing Engine (DPE) in Health Cloud enables fast, scalable searches across large provider directories. It is specifically designed for performance and scalability in Provider Search scenarios.

Extract:

"Health Cloud leverages the Data Processing Engine to deliver scalable, high-performance Provider Search for finding care locations and providers based on patient preferences and proximity."

- Health Cloud: Provider Search

Other Options:

Pipeline Analytics: Used for data insights, not real-time search.

Business Rules Engine: Handles rules/logic, not high-volume search.

Flow for Industries: Automates processes, but DPE is the correct scalable search tool.

Reference:

Health Cloud: Provider Search

NEW QUESTION: 43

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 Care Team and default access will be automatically granted.
- D.** Add the respiratory therapist to the patient's Account Team and grant Read or Read/Write access as needed.

Answer: (SHOW ANSWER)

When organization-wide default access to patient data is set to Private, Care Team functionality in Health Cloud is the standard, out-of-the-box method to manage individual access to patient records.

Step-by-Step Reference:

Health Cloud uses Care Teams to manage access to patient records.

Extract:

"Add care team members (users, contacts, or person accounts) to the patient's care team and assign appropriate access (Read or Read/Write) to patient records." (Source: Administer Health Cloud - Manage Care Teams) Administrators can specify the access level (Read or Read/Write) for each care team member, allowing for precise control as per role requirements.

Extract:

"Assign record access levels for care team members when adding them to a patient's care team. This is especially important when the OWD is set to Private." (Source: Administer Health Cloud - Care Team Access) This ensures compliance and proper segmentation of data, as required by healthcare regulations.

NEW QUESTION: 44

Bloomington Caregivers wants to use patient or member lists for its care coordinators in its current implementation.

What is an important consideration when implementing this in Health Cloud?

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

Answer: ([SHOW ANSWER](#))

* Access to Filtered Fields:

Exact Extract:

"If a user does not have access to a field that is used in a filter on a patient or member list, the list will not be displayed to that user." Reference:

* Other Options:

Filter logic is not controlled by formula fields.

There's no official "override filter field" on the person account for lists.

Lists are not created or managed from the Campaign object in Health Cloud.

NEW QUESTION: 45

A customer wants to view a patient's health conditions and clinical encounters as a sequence of events happening over time on the patient's Person Account page.

What should a consultant do to achieve this using the Enhanced Timeline functionality?

- A.** Create a new Timeline record within Setup.
- B.** Add a record to the HealthCloudTimelineConfig custom setting.
- C.** Clone the HCTimeline FlexCard for customization.
- D.** Create a new Timeline View Configuration record.

Answer: ([SHOW ANSWER](#))

* Enhanced Timeline Functionality:

The Enhanced Timeline in Health Cloud displays a sequence of clinical events (e.g., health conditions and encounters) on a patient's Person Account.

Exact Extract:

"To configure the Enhanced Timeline component to show custom event types and adjust the event display, create a Timeline View Configuration record." Reference:

* Other Options:

Timeline records within Setup and HealthCloudTimelineConfig custom setting are not how the Enhanced Timeline is configured for new event views.

Cloning the HCTimeline FlexCard is not required or recommended for this configuration.

NEW QUESTION: 46

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. Salesforce Surveys
- C. Integrated Care Management
- D. Discovery Framework

Answer: B,D (LEAVE A REPLY)

The scenario involves collecting structured information (series of questions) from patients and automatically assigning a personalized care plan based on their answers.

Step-by-Step Reference:

Salesforce Surveys can be used to gather responses from patients post-discharge.

Extract:

"With Salesforce Surveys, care managers can send and record responses directly within Health Cloud, allowing structured data capture from patients." (Source: Administer Health Cloud - Surveys) Discovery Framework processes responses and triggers automated care plan assignments based on responses.

Extract:

"The Discovery Framework in Health Cloud enables dynamic question flows and recommendations, such as assigning care plans based on patient answers." (Source: Administer Health Cloud - Discovery Framework) Combining these, care managers can capture structured data (Surveys) and drive workflow automation and personalization (Discovery Framework).

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NEW QUESTION: 47

Bloomington Caregivers is looking to streamline the user experience for its call center agents. On the patient's record, the company wants the ability to:

Inform agents about changes in information

View basic details about a patient's insurance

Have a complete view of all engagement interactions in one place

Which three components from Contact Center for Health Cloud should a consultant use to achieve this?

A. Identity Verification

B. Record Alerts

C. Timeline

D. Action Launcher

E. Member Plan FlexCard

Answer: (SHOW ANSWER)

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference Record Alerts:

Notify agents of important or recent changes in patient information.

Extract:

"Use Record Alerts to keep agents informed of changes and critical updates on the patient's record."

- Contact Center for Health Cloud Overview

Timeline:

Provides a single, unified view of all engagement interactions, encounters, and activities with a patient.

Extract:

"Timeline shows a consolidated history of patient interactions and engagement, giving agents a complete view in one place."

- Health Cloud: Enhanced Timeline

Member Plan FlexCard:

Displays key patient insurance information directly on the record page.

Extract:

"The Member Plan FlexCard displays essential details about the patient's insurance coverage for agents."

- OmniStudio: FlexCards

Other Options:

A . Identity Verification: Used for verifying caller identity, not information display.

D . Action Launcher: Launches actions/processes, not for displaying info or alerts.

Reference:

Contact Center for Health Cloud Overview

Health Cloud: Enhanced Timeline

OmniStudio: FlexCards

NEW QUESTION: 48

During a sprint demo, a customer wants to update fields in the UI on the Patient Medication Manager component.

Which two objects is a consultant able to add and/or remove fields from?

Choose 2 answers

- A. Medication Details
- B. Medication Dispense
- C. Medication Request
- D. Medication Strength

Answer: (SHOW ANSWER)

The Patient Medication Manager component in Salesforce Health Cloud surfaces data from FHIR-aligned medication objects. When customers request field updates on this UI component, the consultant can configure fields from the underlying objects.

A . Medication Details → Stores key information about a patient's medications. Fields from this object can be exposed or customized on the Patient Medication Manager.

C . Medication Request → Represents a provider's request or order for a medication.

Fields from this object are also available to configure in the Patient Medication Manager.

Together, these two objects form the basis of what's displayed and editable in the Patient Medication Manager.

Why not the others?

B . Medication Dispense - Tracks when and how a medication was dispensed. It is not directly configurable for field-level updates in the Patient Medication Manager component.

D . Medication Strength - Captures clinical details about dosage strength, but it isn't one of the configurable objects in the Patient Medication Manager UI.

Salesforce Health Cloud Reference:

* Salesforce Health Cloud Medication Management:

"The Patient Medication Manager component displays information from Medication Details and Medication Request objects. Administrators can add or remove fields from these objects to tailor the component."

NEW QUESTION: 49

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. OmniScript Templates

Answer: B (LEAVE A REPLY)

Step 1: Requirement Analysis

The payer wants to use predefined rules for prior authorization request reviews, seeking out-of-the-box Health Cloud functionality for speed to value.

Step 2: Health Cloud Prior Authorization & Rules Engine

The Expression Set Templates in Health Cloud provide a prebuilt, configurable framework to automate and standardize prior authorization request reviews. These templates contain reusable logic and criteria that can be easily tailored and applied to common authorization scenarios.

Extract:

"Use Health Cloud's prebuilt Expression Set Templates to accelerate prior authorization configuration. These templates enable payers to implement standardized review criteria and automate decision logic without building rules from scratch." Administer Health Cloud - Utilization Management and Expression Sets Integration Procedures, FlexCards, and OmniScript Templates are OmniStudio tools for integration, UI, and guided processes, but Expression Set Templates are the feature specifically designed for rules automation in Utilization Management.

NEW QUESTION: 50

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

Answer: D (LEAVE A REPLY)

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