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QUESTION 1

Which three are the main consideration when transforming the individual? (Choose Three)

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

Correct Answer: ADE

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

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

Organization-wide default sharing settings for accounts and contacts. Integration between Salesforce and third-party systems.

QUESTION 2

In which two ways can Life Science organizations capture consent from enrollees of Care Program? (Choose Two)

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

Correct Answer: CE

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

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

By using a self-service portal via a community where the enrollee can view and sign the consent document electronically using DocuSign or Adobe Sign². Therefore, options C and E are correct. Option A is incorrect, because web chat is not

a supported channel for capturing consent in Health Cloud. Option B is incorrect, because email-to-case is not a supported feature for enrolling in a care program. Option D is incorrect, because SMS is not a supported channel for capturing

consent in Health Cloud.

QUESTION 3

An administrator wants to add additional fields to their Provider Search capabilities. Which two objects can they map fields from? (Choose Two)

- A. Healthcare Practitioner Facility
- B. Care Provider Searchable Field
- C. Person Account
- D. Account
- E. Healthcare Provider

Correct Answer: AE

Reference and details below.

Use Custom Fields to Run Provider Searches

In addition to the many standard fields in the Provider data model, you can also run searches for providers using custom fields based on your business needs. To use your custom fields with Provider Search, you can map them to custom fields in the Care Provider Searchable Field object.

- The custom fields must be in either the `HealthcareProvider` or `HealthcarePractitionerFacility` objects.
 - The custom fields must be of the type text, single-select picklist, or multi-select picklist.
1. From Object Manager, use Quick Find to find **Care Provider Searchable Field**.
 2. Create a text field to map to the custom field that you want to use in your searches.
Make a note of the API name you set for this new field.
 3. In Setup, use the Quick Find box to find **Care Provider Search Config**.
 4. Click **New Care Provider Search Config**.
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QUESTION 4

A Health Cloud administrator has to provide the DevOps team access to production copy sandboxes for investigation and fixes. How can the administrator ensure that all privacy, compliance and regulatory requirements are met?

- A. Install Mask and anonymize sensitive data on production copy sandboxes.
- B. Only allow offshore team access to production copy sandboxes if they have taken compliance training and are certified to have access.
- C. Only allow onshore team access to Health cloud objects on production copy sandboxes.
- D. Install Shield only in production copy sandboxes.
- E. Install shield and encrypted all PII data on production sandboxes.

Correct Answer: A

Explanation: Mask is a Salesforce product that helps you anonymize sensitive data in production copy sandboxes to ensure privacy, compliance, and regulatory requirements are met³. Mask replaces sensitive data with fictitious yet realistic data that preserves the characteristics of the original data. It also prevents unauthorized access to sensitive data by masking it before it is copied to a sandbox³.

QUESTION 5

How can a Health Cloud administrator change the label 'Patient Card' to 'Member Card' to be more aligned with their specific business terminology and use case?

- A. Go to setup, navigate to Custom Labels, select the 'Patient_Card_Header' label, click the 'New Local Translation/Overrides' button, Select the language and enter the new label.
- B. Go to the Health Cloud Admin Home page, select the Patient Card Configuration tab, and click 'New' to add a new configuration for 'Member'.
- C. Go to Setup, navigate to the Patient Card object, and edit the Patient field name.
- D. Edit the page layout where the Patient Card is shown, click on the attributes for the Patient Card component, and edit the name to 'Member'.
- E. The labels that come with the Health Cloud cannot be changed.

Correct Answer: A

Explanation: According to the Health Cloud Implementation Guide, the way to change the label 'Patient Card' to 'Member Card' to be more aligned with their specific business terminology and use case is to go to setup, navigate to Custom Labels, select the 'Patient_Card_Header' label, click the 'New Local Translation/Overrides' button, select the language and enter the new label. This method allows you to override the default label for a specific language. The other options are not valid ways to change the label.

QUESTION 6

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

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

Correct Answer: CD

QUESTION 7

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

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

Correct Answer: CDE

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

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

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

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

QUESTION 8

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 Three)

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

Correct Answer: BCD

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

uses person accounts to represent patients and members, and to enable various features and functionality, such as household data model, clinical data model, care management, and provider network management.

C is correct because enabling Chatter settings from Setup is a prerequisite to install the Health Cloud managed package. Chatter is a collaboration tool that allows users to communicate and share information with each other. Health Cloud

uses Chatter to enable features such as care team collaboration, patient engagement, and social determinants of health.

D is correct because enabling contacts to relate to multiple accounts is a prerequisite to install the Health Cloud managed package. This feature allows users to create relationships between a contact and multiple accounts, and specify the

role and status of each relationship. Health Cloud uses this feature to enable features such as actionable relationship center, patient provider relationship, and referral management.

A is incorrect because making data protection details available in records is not a prerequisite to install the Health Cloud managed package, but an optional step that can be done after the installation. Data protection details for records allow

users to view and edit the data protection level and data classification for each record on leads, contacts, and person accounts.

E is incorrect because logging a support case to have person accounts enabled is not a prerequisite to install the Health Cloud managed package, but an alternative way to enable person accounts if they are not available in Setup. However,

this method requires contacting Salesforce Customer Support and waiting for their response, which may take longer than enabling person accounts from Setup.

QUESTION 9

An admin wants to enable their users to leverage Provider Search, which denormalized object holds data to support this feature?

- A. HealthCare Provider Facility
- B. Provider Search Sync Logs
- C. HealthCare Provider
- D. Care Provider Searchable field

Correct Answer: D

Explanation: Care Provider Searchable Field is the denormalized object that holds data to support the ProviderSearch feature in Health Cloud. Care Provider Searchable Field is a custom object that stores searchable fields from the Healthcare Provider and Healthcare Provider Facility objects. It allows users to search for providers based on various criteria such as name, location, specialty, and availability. Healthcare Provider Facility, Provider Search Sync Logs, and Healthcare Provider are not denormalized objects in Health Cloud.

QUESTION 10

How would a Health Cloud administrator indicate which tab should appear when a patient record is opened in the Patient Console?

- A. In the CardView dropdown custom setting for that tab, enter Default for Category Name.

- B. In the CardView dropdown custom setting for that tab, select Subtab for Tab Type.
- C. Edit the Patient Card configuration for the tab and enable Default Subtab
- D. In the CardView dropdown custom setting for that tab, enable Default subtab.

Correct Answer: C

Explanation: According to the Salesforce documentation², the Patient Card configuration allows you to customize how patient information is displayed in the patient console. You can create different tabs for different types of information, such as demographics, medications, or referrals. To indicate which tab should appear when a patient record is opened in the patient console, you need to edit the Patient Card configuration for that tab and enable Default Subtab. This will make that tab the default subtab for all patient records².

QUESTION 11

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

Correct Answer: D

D is correct because Identity Verification Parameter Item is the record that defines the search parameters for identity verification. A consultant can create and configure Identity Verification Parameter Items to add new search parameters or modify existing ones. References: : Identity Verification Parameter Item : Create a Flow Using the Verify Customer Identity V2 Flow Template

QUESTION 12

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

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

Correct Answer: BCE

Explanation: Health Cloud Foundation Assigns read access to additional Health Cloud platform capabilities, including

the Provider Management data model. TheHealth Cloud Provider Network Management permission set grants access to provider management objects so users can manage credentialing and recruiting. To use the Provider Network Management features of Health Cloud, assign both the Provider Network Management permission set and the Health Cloud permission set to your users

Users can access Provider Management standard objects by using Health Cloud, by assigning Health Cloud Platform Permission set licenses, and by assigning Health Cloud Foundation Permission set. Health Cloud is the industry-specific solution that includes Provider Management features such as provider search, provider network management, and provider credentialing³. Health Cloud Platform Permission set licenses grant access to the Health Cloud platform objects and features, including the Provider Management data model⁴. Health CloudFoundation Permission set assigns read access to additional Health Cloud platform capabilities, including the Provider Management data model⁵. Service Cloud is not required to access Provider Management standard objects, and the Provider Permission set is not a standard permission set in Health Cloud.

QUESTION 13

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

- A. Give the site user profile Read access to the Data Pipeline object.
- B. Give the site user profile Read access to the Care Provider Searchable Field object
- C. Create asharing rule on the Care Provider Searchable Field object to share with external users.
- D. Use Experience Builder to add the Provider Search component to a page on the site.

Correct Answer: BD

B is correct because giving the site user profile Read access to theCare Provider Searchable Field object is a change that allows an external user to access search results. The Care Provider Searchable Field object stores the searchable data for Provider Search, and users need to have Read access to this object and its fields to perform searches and view results. D is correct because using Experience Builder to add the Provider Search component to a page on the site is a change that allows an external user to access search results. The Provider Search component is a Lightning web component that enables users to search for providers by various criteria and view their details. Administrators can use Experience Builder to drag and drop the Provider Search component onto any page on their site. References: : Set Up Data for Provider Search : Let Site Users Search for Providers

QUESTION 14

A payer is looking for a solution to recruit, credential, and onboard providers into its network. Which Health Cloud add-on should help the payer address these requirements?

- A. Provider Network Management
- B. Contact Center for Payers
- C. Provider Relationship Management
- D. Utilization Management

Correct Answer: C

C is correct because Provider Relationship Management is a HealthCloud add-on that helps payers to recruit, credential, and onboard providers into their network. Provider Relationship Management provides features and tools that allow payers to manage provider contracts, track provider performance, monitor provider satisfaction, and streamline provider communication. References: : Provider Relationship Management : Provider Relationship Management Implementation Guide

QUESTION 15

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

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

Correct Answer: A

Explanation: According to the Salesforce documentation², to display device information on a patient card, you need to create an asset record and a care registered device record that look up to the patient. An asset record represents the device that is used by the patient, such as a blood pressure monitor, a glucose meter, or a pulse oximeter. A care registered device record represents the relationship between the patient and the device, such as the device name, serial number, status, and start and end dates².

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