



**Free Questions for Health-Cloud-Accredited-Professional by
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Question 1

Question Type: MultipleChoice

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?

Options:

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

Answer:

B

Explanation:

B is correct because if a user cannot access a field used in a filter on a patient or member list, they will not be able to see the list. This is because the filter criteria are applied to the user's query, and if the user does not have permission to view the field, the query will return

no results. To avoid this issue, the administrator should ensure that the user has the appropriate field-level security settings for the fields used in the filter.

Question 2

Question Type: MultipleChoice

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?

Options:

- A- Make data protection details available in records
- B- Enable person accounts from Setup.
- C- Enable Chatter settings from Setup.
- D- Enable contacts to relate to multiple accounts.

E- Log a support case to have person accounts enabled

Answer:

B, C, D

Explanation:

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 3

Question Type: MultipleChoice

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

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

Options:

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

Answer:

A

Explanation:

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

Question 4

Question Type: MultipleChoice

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?

Options:

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

Answer:

B, D

Explanation:

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

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

Question 5

Question Type: MultipleChoice

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

Which three organization-wide default settings should an administrator change to ensure the original business unit that leverages

Service Cloud does not have visibility into protected health information (PHI)?

Options:

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

Answer:

B, C, E

Explanation:

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

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

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

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

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

Question 6

Question Type: MultipleChoice

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?

Options:

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

Answer:

B

Explanation:

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

Question 7

Question Type: MultipleChoice

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

Options:

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

Answer:

D

Explanation:

D is correct because leveraging Person Account is the recommended way to model a patient in Health Cloud. A Person Account is a special type of account that combines the attributes of an account and a contact. It allows users to store information about individual people, such as name, address, phone number, email, and health details. Health Cloud uses Person Accounts to represent patients and members, and to enable various features and functionality, such as household data model, clinical data model, care management, and

provider network management.

Question 8

Question Type: MultipleChoice

A healthcare provider with multiple clinics and specialties is struggling to manage its appointment scheduling process efficiently. Patients are experiencing long wait times on the phone and want to leverage self-service options.

Which three Health Cloud capabilities should a consultant recommend configuring to provide a solution to improve patient satisfaction?

Options:

- A- Intelligent Appointment Management
- B- Intelligent Form Reader
- C- Provider Search
- D- Assessments and Recommendations
- E- Experience Cloud for Health Cloud

Answer:

A, C, E

Explanation:

A is correct because Intelligent Appointment Management (IAM) for Health Cloud helps patients schedule appointments through the channel of their choice: agent-assisted or self-service. IAM aggregates multiple scheduling engines, such as Salesforce Scheduler or Electronic Health Record (EHR) scheduling engines, or both, so that schedulers and patients can see all available appointments in one place.

B is incorrect because Intelligent Form Reader is not a Health Cloud capability, but a Salesforce Platform capability that allows users to extract data from forms and documents using artificial intelligence.

C is correct because Provider Search helps patients find and connect with care providers that match their needs and preferences. Provider Search allows patients to search for providers by various criteria, such as name, location, specialty, availability, and ratings.

D is incorrect because Assessments and Recommendations are not Health Cloud capabilities that directly improve patient satisfaction with appointment scheduling. Assessments and Recommendations are tools that help users gather information and provide guidance for patients based on their responses.

E is correct because Experience Cloud for Health Cloud enables patients to schedule their own appointments using a self-service portal or website. Experience Cloud for Health Cloud provides a prebuilt template that integrates with IAM and Provider Search to allow patients to book appointments online.

Question 9

Question Type: MultipleChoice

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?

Options:

- 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 Salesforce Shield to monitor data access and usage, configure Data Classification for sensitive data, and use Event Monitoring to track user activity.
- C-** Enable Field Audit Trail, implement encryption for sensitive data, and configure two-factor authentication for all users.
- 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.

Answer:

C

Explanation:

C is correct because enabling Field Audit Trail, implementing encryption for sensitive data, and configuring two-factor authentication for all users are some key considerations and recommended practices for supporting compliance in Salesforce. Field Audit Trail helps to track data changes and retain data history for up to 10 years. Encryption helps to protect data at rest from unauthorized access or theft. Two-factor authentication helps to strengthen user login security and prevent account compromise.

Question 10

Question Type: MultipleChoice

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?

Options:

- A- Linked Identity Search Detail
- B- Identity Verification Process Detail
- C- Verification Search Feature

D- Identity Verification Parameter Item

Answer:

D

Explanation:

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.

Question 11

Question Type: MultipleChoice

A hospital system wants to track patient relationships to its cardiologist, primary care physician, and oncologist. Which object should a consultant recommend to implement?

Options:

- A- Contact-Contact Relationship
- B- Affiliation Relationship
- C- Healthcare Practitioner Facility
- D- Patient Provider Relationship

Answer:

D

Explanation:

D is correct because Patient Provider Relationship is the standard object in Health Cloud that is used to track patient relationships to healthcare practitioners, such as cardiologist, primary care physician, and oncologist. Patient Provider Relationship represents the association between a patient and a healthcare practitioner who provides care for the patient. This object can store information such as the practitioner's specialty, role, contact details, and relationship status.

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