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QUESTION 1

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

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

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

Correct Answer: B

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. References: : Care Programs in Health Cloud : Configure the Program Enrollment Flow

QUESTION 2

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

Which capability should a consultant recommend for this use case?

- A. IntegratedCare Management
- B. Intelligent Appointment Management
- C. Telehealth
- D. Virtual Care

Correct Answer: C

Explanation: To enable care providers to conduct video visits with patients and capture socioeconomic factors that impact their care, a consultant should recommend the Telehealth capability in Health Cloud. Telehealth allows care providers to connect with patients through video calls, chat messages, and surveys within Health Cloud. Telehealth also enables care providers to collect and analyze social determinants of health (SDOH) data from patients using assessments and surveys³. Telehealth helps improve patient engagement, satisfaction, and outcomes by providing convenient and personalized care. Integrated Care Management, Intelligent Appointment Management, or Virtual Care are not capabilities that can fulfill this use case.

QUESTION 3

The Salesforce administrator for Lake Tahoe Hospital would like to implement Utilization Management. What are the



design consideration that administrator has to be aware of when creating the application? (Choose Two)

- A. Path can not be used to visually represent the status of a care request.
- B. Care request functionality is included in the Health Cloud managed package.
- C. Each Care request has to have an associated case.
- D. New Care requests can be created using the 'create care request' component.
- E. Care requests has empower components that can be exposed within Communities.

Correct Answer: CD

Explanation: The design considerations that the administrator has to be aware of when creating the application for utilization management are:

Each care request has to have an associated case. A case is the standard Salesforce object that represents a care request in Health Cloud⁴. New care requests can be created using the 'Create Care Request' component. This component

allows users to create a new care request from any page in the Health Cloud console⁵.

Path can be used to visually represent the status of a care request. Path is a standard Salesforce feature that displays the stages of a process, such as a care request, and guides users along the steps in Salesforce Lightning Experience⁶.

Care request functionality is not included in the Health Cloud managed package. It requires installing the Utilization Management unmanaged package for Health Cloud and assigning the Health Cloud Utilization Management permission set

to users along with Health Cloud permission set licenses. Care requests do not have empower components that can be exposed within Communities. Empower components are custom Lightning components that allow patients or members to

view and manage their health information in Communities. Care requests are not part of the empower components.

QUESTION 4

Which three of the following statements are true about Care Plan Templates? (Choose Three)

- A. When creating a care plan with a template you can unselect tasks so they will not be included.
- B. The sort order of the Task group by Fields can be changed under custom setting task group.
- C. Care plan templates must include at least 1 problem, 1 goal and 1 task.
- D. When creating a care plan with a template you can change the offsets of the tasks.
- E. Care plan templates can only be used when creating a new care plan.

Correct Answer: ABC

Explanation: When creating a care plan with a template you can unselect tasks so they will not be included (A), the sort order of the Task group by Fields can be changed under custom setting task group (B), and care plan templates must include at least 1 problem, 1 goal and 1 task ?are true statements about Care Plan Templates. When creating a care



plan with a template you can change the offsets of the tasks (D) is false, as you can only change the offsets of the tasks when creating a care plan without a template. Care plan templates can only be used when creating a new care plan (E) is false, as you can also use care plan templates when editing an existing care plan.

QUESTION 5

Clinicians want to see an overview of the patient's life, like Starting a New Job, Birth of a Baby, Divorce, etc. to understand the patient better and help them with a personalized care plan. What should the administrator configure in the Health Cloud so the clinicians can access this information in one place?

- A. Life Goals
- B. Life Events
- C. Household Map
- D. Milestones
- E. Life Map

Correct Answer: B

Explanation: According to the Health Cloud Implementation Guide, Life Events are a feature in Health Cloud that allow clinicians to see an overview of the patient's life, such as Starting a New Job, Birth of a Baby, Divorce, etc. Life Events help clinicians understand the patient better and help them with a personalized care plan. Life Events can be added to the patient's timeline or life map. Life Goals, Household Map, Milestones, and Life Map are not features that show the patient's life events.

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