



# HEALTH-CLOUD-ACCREDITED- PROFESSIONAL<sup>Q&As</sup>

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### QUESTION 1

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

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

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

Correct Answer: C

Explanation: To use the Enhanced Timeline functionality, a consultant needs to create a new Timeline View Configuration record and specify the object, fields, and filters for the timeline view. This allows the customer to view a patient's health conditions and clinical encounters as a sequence on the patient's Person Account page. Cloning the HCTimeline FlexCard, adding a record to the HealthCloudTimelineConfig custom setting, or creating a new Timeline record within Setup are not required for this functionality.

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### QUESTION 2

The Salesforce administrator for Lake Tahoe Hospital would like to implement Utilization Management. What are the design considerations that the 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 have 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 Cloud. 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 console.

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 Experience.

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 3

Which 3 of the components are customizable in HC? (Choose Three)

- A. Timeline
- B. EHR Data
- C. Life Events
- D. Patient Card
- E. Custom Label

Correct Answer: ACD

Explanation: Timeline (A), Life Events ? and Patient Card (D) are components that are customizable in HC. EHR Data (B) is not a component, but a type of data that can be integrated with HC. Custom Label (E) is not a component, but a metadata type that can be used to create labels for components.

### QUESTION 4

How Can you restrict access to an entire patient / member list or to specific columns of that list? (Choose Two)

- A. Permission Sets
- B. Sharing setting
- C. List View Permissions
- D. Field Level Security

Correct Answer: BD

Reference and details below.

## Control Access to Patient or Member Lists

Use **sharing settings** to control access to patient or member lists.

By default, any patient or member list created in your org is available to all users with access to the Health Cloud console.

**Field-level and object-level security** can also restrict access to an entire patient or member list or to columns in the list.



According to the Salesforce documentation<sup>3</sup>, there are two ways to restrict access to an entire patient/member list or to specific columns of that list:

**Sharing setting:** Sharing settings control the access level that users have to records owned by other users. You can use sharing settings to grant or restrict access to an entire list of records based on criteria such as role hierarchy, public

groups, or manual sharing<sup>3</sup>.

**Field Level Security:** Field level security controls the access level that users have to individual fields within a record. You can use field level security to grant or restrict access to specific columns of a list based on profiles or permission sets<sup>3</sup>.

## QUESTION 5

Where can a Salesforce administrator configuring different levels of access to patients' care plans, configure team members different levels of access to cases to ensure sensitive data is not shared with the wrong groups?

- A. Permission Set Groups
- B. Profiles
- C. Contact Roles on case
- D. Permission Sets
- E. Case Team Roles

Correct Answer: E

Reference and details below.

### Case Team Role

The Case Team Role object represents a role for a member of the patient care team, such as Caregiver or Physiotherapist. Care coordinators assign roles when they add a member to the private patient site. The case team role also controls access to the case and the care plan, and controls visibility of the user in the site.

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