



HEALTH-CLOUD-ACCREDITED- PROFESSIONAL^{Q&As}

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QUESTION 1

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.

QUESTION 2

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. 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.

Correct Answer: B

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. References: : Manage Your Patient or Member Lists : Control Access to Patient or Member Lists

QUESTION 3

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 the patient 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 4

During a design session, the client asks for best practices around when to use DataRaptors vs For which scenario should a consultant advise the client to use a single DataRaptor?

- A. The action must perform a SendMail task and check for any errors.
- B. The dataset requires connecting to an external data source, such as CSV or REST API
- C. The dataset required needs to read two SObjects with a clearly defined relationship.
- D. The task requires both a read and write of SObject data

Correct Answer: C

C is correct because the dataset required needs to read two SObjects with a clearly defined relationship is a scenario where a single DataRaptor can be used. A DataRaptor Extract can query data from one or more Salesforce sObjects and their related fields using SOQL. A DataRaptor Load can save data to one or more Salesforce sObjects by creating or updating records. References: : DataRaptor Extract : DataRaptor Load

QUESTION 5

Care Requests seek authorization from a health plan for drugs, services, and admissions. They can also contain request for review, appeals, complaints and grievances. Which Care Request review ensure that a member is getting the right care in timely and cost-effective way?

- A. Disposition Review



- B. Concurrent Review
- C. Care Review
- D. Preauthorization Review
- E. Retrospective Review

Correct Answer: B

Explanation: Concurrent review is a type of care request review that ensures that a member is getting the right care in a timely and cost-effective way. It involves reviewing the medical necessity and appropriateness of an ongoing service or admission. Disposition review, care review, preauthorization review, and retrospective review are not the correct terms for this type of review.

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