



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

Salesforce Health Cloud Accredited Professional

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### QUESTION 1

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.

### QUESTION 2

Which permission set is needed to grant users read access to health insurance records and also create, read and update access to Utilization Management records?

- A. HC Utilization Management Permission Set
- B. HC Foundation permission set
- C. HC Permission set license
- D. The Health Cloud Member Services Permission Set

Correct Answer: A

Reference and details below.

The screenshot shows the 'Health Cloud Utilization Management' permission set overview. At the top, there is a search bar labeled 'Find Settings...' and two buttons: 'Clone' and 'Manage Assignments'. Below this is a section titled 'Permission Set Overview' with a table. The table has two columns: 'Description' and 'Grant read access the Health Insurance records and create, read, and update access to Utilization Management records.'



### QUESTION 3

With regards to Integration/Interoperability, which three statement are true about health cloud? (Choose Three)

- A. The New clinical data model in health cloud is aligned with FHIR R4 standards.
- B. Health cloud support data exchange with both HL7 and FHIR enabled systems.
- C. Most EHR (Electronic Health Record) data exchange today is still done via legacy HL7 v2 ?simple application interface.
- D. Health cloud has a FHIR server.
- E. The new clinical data model in Health cloud is aligned with HL7 v2-simple application standard.

Correct Answer: ABC

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### QUESTION 4

What are the two steps required to create Health care providers for Health program? Choose two

- A. Add NPI for associated provider
- B. Choose associated facility for Care Program.
- C. Add the UPIN
- D. Create Care Program Providers from the App Launcher
- E. Create a care program health care provider with an associated care prgm provider

Correct Answer: DE

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### 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

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#### QUESTION 6

Which entity in the new data model of Health Cloud can be used to store mappings between different coding systems such ICD and HCC codes?

- A. Identifier
- B. Codesets
- C. ContactPoint
- D. Codeset Bundle

Correct Answer: B

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#### QUESTION 7

Which three actions can providers take with the help of the Contact Tracing feature in Health Cloud? (Choose three.)

- A. Perform an audit of the Contact Record to keep track of the changes made to the Contact record by users.
- B. Perform contact tracing of their internal employees during an infectious disease outbreak or pandemic.
- C. Perform contact tracing of their patients during an infectious disease outbreak or pandemic.
- D. Track their patients as contacts by using Contact entity in Salesforce.
- E. Track the location duration and number of participants in each contact encounter that the infected person was involved in.

Correct Answer: BCE

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#### QUESTION 8

Which add-on license enhances Health Cloud to allow you to highlight times when a patient is most likely to attend an appointment ?

- A. Einstein Vision
- B. Einstein Analytics Predictions
- C. Einstein Bots
- D. Einstein Activity Capture

Correct Answer: B

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### QUESTION 9

Three steps required to configure HC?

- A. Install HC unmanaged Package
- B. Install HC managed package
- C. Verify that chatter is enabled
- D. Configure the console view
- E. Enable the options for contact to related with multiple accounts

Correct Answer: BCE

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### QUESTION 10

A Health Cloud administrator is working on a call center implementation and has to ensure that the phone numbers passing through the CTI settings display the matching contact record via Screen Pop. Which custom metadata type within Health Cloud should the administrator update to achieve this requirement?

- A. Flow Session Setting -> CallCenterFlow
- B. Feature Flag Setting -> CTIDriverSetting
- C. Job Flow Setting -> ConsoleDisplayValue
- D. Health Cloud Setting -> HcFeatureDriver

Correct Answer: D

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### QUESTION 11

Makana Pharmaceutical is planning to run a Patient support program on Health Cloud. A System Administrator has been tasked to ensure the platform encryption has been configured. The patient's name is stored on firstname and lastname fields on the person account record. Firstname and Lastname field have been identified as holding PHI(Personal Health Information) data. They are also important search criteria commonly used by Users to find a patient record. The Compliance team has indicated that all PHI Data must be encrypted at rest.

What is the best practice for platform encryption configuration for this solution?

- A. Encrypt all PHI/PII data
- B. Encrypt all data
- C. Use Class Encryption to encrypt field identified as PHI
- D. Use a Deterministic Encryption Policy on Account FirstName and LastName fields.
- E. Use a Probabilistic Encryption Policy on Account FirstName and LastName fields.

Correct Answer: D

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#### QUESTION 12

What is the difference between Care Program and Care Plans in Health Cloud? (Choose 1 ?Recall concept / Remember.)

- A. Care Programs track a patient's overall health journey, while Care Plans are more focused on specific care needs.
- B. Care Plans can be exposed in a community while Care Programs cannot.
- C. Care Plans are only used by Providers and Payers while Care Programs are only used by Life Sciences companies.
- D. Care Programs are just a different type of Care Plan which capture more details such as financial information.
- E. Care Programs are an extension on Care Plans.

Correct Answer: C

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#### QUESTION 13

Which is true about choosing a care request type when setting up a new care request record?

- A. Any case record type can be chosen when creating care request.
- B. A care request type cannot be chosen when creating a new care request.
- C. A case record type can be chosen to identify a single care request type for each care request.
- D. Multiple care request types can be chosen for a single care request.

Correct Answer: B

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#### QUESTION 14

Which three of the following Health Cloud objects are part of the standard Care Management data Model? (Choose three)

- A. CareSpeciality
- B. CarePlan Template Task
- C. TimelineViewConfiguration
- D. CareProgramGoal
- E. CarePlanGoal

Correct Answer: BCE

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**QUESTION 15**

Which solution includes pre-built APIs, connectors ,implementation templates, and a prescriptive end-to-end reference architecture to enable EHR connectivity and power a patient 360 from any HER into HC using HL7 V2 or FHIR standards?

- A. Mulesoft Accelerator for HealthCare
- B. Shield
- C. Specialty vendors
- D. Tableau CRM for HealthCare

Correct Answer: A

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