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QUESTION 1

Which two fields are optional when creating a new Care plan task? (Choose Two)

- A. Status
- B. Due Date
- C. Goal
- D. Problem
- E. Task Owner

Correct Answer: CD

Explanation: Goal and Problem (D) are optional fields when creating a new Care plan task. Status (A) and Task Owner (E) are required fields when creating a new Care plan task. Due Date (B) is not a field on Care plan task, but rather on Task object.

QUESTION 2

Bloomington Caregivers needs to monitor care plan adherence for the patients at various facilities within its network. What is available to extend the reporting capability of Health Cloud?

- A. Care Management Extension
- B. CRM Analytics for Health Cloud
- C. Insights for Health Cloud
- D. Reporting unmanaged package

Correct Answer: B

Explanation: To extend the reporting capability of Health Cloud, a consultant should recommend CRM Analytics for Health Cloud. This is a feature that provides pre-built dashboards and reports that help users analyze various aspects of health care delivery, such as care plan adherence, patient outcomes, referral management, network performance, and more¹². CRM Analytics for Health Cloud also allows users to customize and create their own dashboards and reports based on their specific needs¹³. Care Management Extension, Insights for Health Cloud, or Reporting unmanaged package are not features that can extend the reporting capability of Health Cloud.

QUESTION 3

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?

- A. Fields

B. Records

C. Tasks

D. Objects

Correct Answer: A

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

Bloomington Caregivers has configured the Provider Network Management add-on license. Some of the users are reporting that they are unable to access some of the new functionality.

Which two permission sets should an administrator ensure are assigned so the users can access Provider Network Management? (Choose Two)

A. Health Cloud Standard permission set

B. Provider Network Management permission set

C. Health Cloud Utilization Management permission set

D. Health Cloud Foundation permission set

Correct Answer: AB

Explanation: The two permission sets that an administrator should ensure are assigned so the users can access Provider Network Management are Health Cloud Standard permission set and Provider Network Management permission set. Health Cloud Standard permission set grants users access to Health Cloud features, such as Care Team, Care Plan, Timeline, etc. Provider Network Management permission set grants users access to Provider Network Management features, such as Provider Search, Provider Relationship Card, etc.

QUESTION 5

Which Intelligent Appointment Management, What products or feature can be leveraged to supplement? (Choose Two)

A. Salesforce Field Service

B. Tableau CRM

C. Salesforce Scheduler

D. External Scheduling Systems

Correct Answer: CD

QUESTION 6

Which two interoperability standards are support by salesforce to facilitate the exchange of health data? (Choose Two)

- A. EDI ANSI X1- Recall Concept/Remainder 2
- B. FHIR V4(Fast Healthcare interoperability Resources)
- C. The Direct Standard
- D. HL7 V2- Simple Application3 Apply to real word/Analyze / Evaluate(Health Level Seven)
- E. DICOM (Digital Imaging and communications InMedicine)

Correct Answer: BD

Explanation: FHIR V4 and HL7 V2 are two interoperability standards that are supported by Salesforce to facilitate the exchange of health data³². Option A is incorrect, because EDI ANSI X12 is a standard for exchanging business transactions, not health data. Option C is incorrect, because The Direct Standard is a standard for secure email communication, not health data. Option E is incorrect, because DICOM (Digital Imaging and Communications in Medicine) is a standard for storing and transmitting medical images, not health data.

QUESTION 7

Which Feature would an administrator setup to help their sales team view all provider related to a specific facility?

- A. Provider Search
- B. Practitioner Relationship
- C. Provider Cards
- D. Provider Relationship

Correct Answer: B

Explanation: According to the Salesforce documentation³, Practitioner Relationship is an object in Health Cloud that is used to track the relationship between a provider and another provider or a facility. Practitioner Relationship includes information such as the relationship type, start date, end date, and status. Practitioner Relationship can be used to help sales teams view all providers related to a specific facility³.

QUESTION 8

A MedTech company needs to manage its run rate business to ensure contract compliance for its customers. Which two features of Health Cloud should a consultant recommend the company use? (Choose Two)

- A. Remote Device Monitoring
- B. MedTech Accelerator
- C. Advanced Account Forecasting

D. Sales Agreements

Correct Answer: AD

A is correct because Remote Device Monitoring can help the MedTech company to manage its run rate business by enabling them to monitor the performance and usage of their devices remotely, and alert them of any issues or anomalies

that may affect contract compliance.

B is incorrect because MedTech Accelerator is not a feature of Health Cloud, but a program that provides funding and mentorship for early-stage medical device and health technology companies.

C is incorrect because Advanced Account Forecasting is not a feature of Health Cloud, but a feature of Sales Cloud that helps salesteams to predict their revenue and quota attainment.

D is correct because Sales Agreements can help the MedTech company to manage its run rate business by allowing them to create contracts that commit the customer to buy products in a specific quantity or for a specific amount over time,

and track the fulfillment and invoicing of those contracts. References: : Remote Device Monitoring : Sales Agreements

QUESTION 9

Which underlying object helps with sales compliance with sales agreements?

- A. Opportunities
- B. Contacts
- C. Orders
- D. Forecasts

Correct Answer: C

According to the Health Cloud Data Model Developer Guide, Orders is the underlying object that helps with sales compliance with sales agreements. Orders is a standard object that represents a confirmed request to purchase one or more

products. Orders can be used to track the fulfillment and invoicing of products that are sold to customers. Orders can also be linked to contracts or agreements to ensure compliance with the terms and conditions of the sales. Opportunities,

Contacts, and Forecasts are not objects that help with sales compliance with sales agreements.

Reference and details below.

Over time, you can compare planned quantities to actual quantities as orders are booked and use this insight to monitor and enforce compliance to the agreement.

QUESTION 10

A Health Cloud administrator would like to setup a new default sub-tab when opening record, where in the setup menu would the administrator go to accomplish this?

- A. Custom Permissions
- B. Custom Settings
- C. Custom Labels
- D. Custom Metadata Types
- E. Custom Object

Correct Answer: B

Explanation: According to the Health Cloud Implementation Guide, a Health Cloud administrator can change the default sub-tab when opening a record by going to setup, navigating to Custom Settings, and editing the Default Subtab setting. This setting allows you to specify which sub-tab should be displayed by default when opening a record in Health Cloud Console. The other options are not relevant for changing the default sub-tab.

QUESTION 11

Which objects are leveraged to track patient referrals?

- A. Lead
- B. Care Request
- C. Care Program Enrollee
- D. Cases

Correct Answer: A

Explanation: According to the Health Cloud Implementation Guide, Lead is the object that is leveraged to track patient referrals. Lead is a standard object that represents a potential customer or patient who has expressed interest in a product or service. Leads can be converted into person accounts or contacts when they are qualified. Care Request, Care Program Enrollee, and Cases are not objects that are used to track patient referrals.

QUESTION 12

A customer is looking to implement Discovery Framework to manage their intake and clinical assessments.

Which three capabilities should a consultant configure with Health Cloud out-of-the-box to enhance their assessment functionality? (Choose Three)

- A. FHIR Question Bank
- B. Using Previously Submitted Responses
- C. Digital Signature Capture

D. Adding a QR Code

E. SMS Assessment Completion

Correct Answer: ABC

Explanation: To enhance their assessment functionality with Discovery Framework, a consultant should configure the following capabilities with Health Cloud out-of-the-box:

Using Previously Submitted Responses: This capability allows users to pre-populate assessment questions with responses from previous assessments, saving time and effort. Users can also edit the responses if needed¹. Digital Signature

Capture: This capability allows users to capture electronic signatures from patients or other parties on the assessment form, ensuring consent and compliance. Users can also view and download the signed document as a PDF file².

Adding a QR Code: This capability allows users to generate a QR code for the assessment form, which can be scanned by patients or other parties to access and complete the assessment on their mobile devices. Users can also track the

status of the QR code and send reminders if needed³. FHIR Question Bank or SMS Assessment Completion are not capabilities that are available with Health Cloud out-of-the-box.

QUESTION 13

Bloomington Caregivers has identified the need to encrypt data to comply with the Health Insurance Portability and Accountability Act (HIPAA).

What are three key considerations when complying with HIPAA regulations using Salesforce Shield in conjunction with Bloomington Caregivers' data strategy? (Choose Three)

- A. Ensuring that sensitive data is encrypted both in transit and at rest
- B. Configuring data retention policies to ensure that records are retained for the appropriate length of time
- C. Using third-party data backup solutions to store backups of sensitive data off-site
- D. Implementing audit trails and regularly reviewing them to detect unauthorized access attempts
- E. Providing access to third-party auditors to regularly review Shield implementation settings

Correct Answer: ABD

Explanation: The three key considerations when complying with HIPAA regulations using Salesforce Shield in conjunction with Bloomington Caregivers' data strategy are ensuring that sensitive data is encrypted both in transit and at rest, configuring data retention policies to ensure that records are retained for the appropriate length of time, and implementing audit trails and regularly reviewing them to detect unauthorized access attempts. Salesforce Shield provides these features as part of its platform encryption, event monitoring, and field audit trail capabilities.

QUESTION 14

An administrator for Bloomington Caregivers has added an Enhanced Timeline to an existing Patient Lightning page showing patient interactions, including records from a custom object developed to track caregiver preferences. What else should the administrator complete post deployment of the enhanced timeline?

- A. Assign the users permissions to be able to view the Timeline before adding it to the Timeline component.
- B. Add the Timeline component to the Patient Lightning page and activate the Timeline.
- C. Add the Timeline component to the Patient Lightning page and select the Timeline.
- D. Add the custom object to the Timeline after deployment, then add it to the Timeline component.

Correct Answer: D

Explanation: The administrator needs to add the custom object to the Timeline after deployment, then add it to the Timeline component. This will allow the custom object records to be displayed on the Enhanced Timeline2.

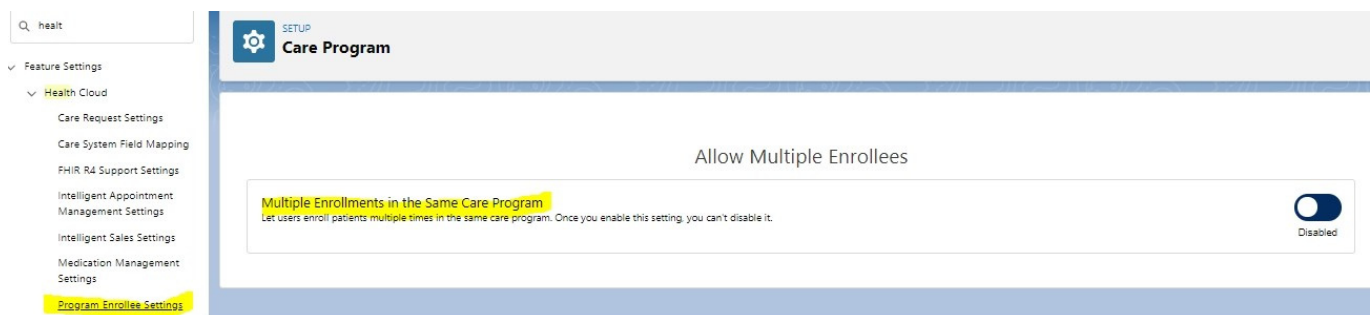
QUESTION 15

The Salesforce administrator for ABC Policies Inc, a Health Care Payer Organization, would like to enable the members to enroll in and out of Care Program multiple times. Where, within Health Cloud Settings, should a Health Cloud administrator make changes to accomplish this requirement?

- A. Program Enrollee Settings
- B. Care Program Settings
- C. Health Cloud Settings
- D. Care Request Settings

Correct Answer: A

Reference and details below.



According to the Health Cloud Implementation Guide, Program Enrollee Settings is the place within Health Cloud Settings where a Health Cloud administrator can make changes to accomplish the requirement of enabling the members to enroll in and out of Care Program multiple times. Program Enrollee Settings allow the administrator to configure how members can be enrolled in or removed from care programs, such as allowing multiple enrollments, setting enrollment statuses, and defining enrollment criteria. Care Program Settings, Health Cloud Settings, and Care Request Settings are not places where the administrator can make changes to enable multiple enrollments.

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