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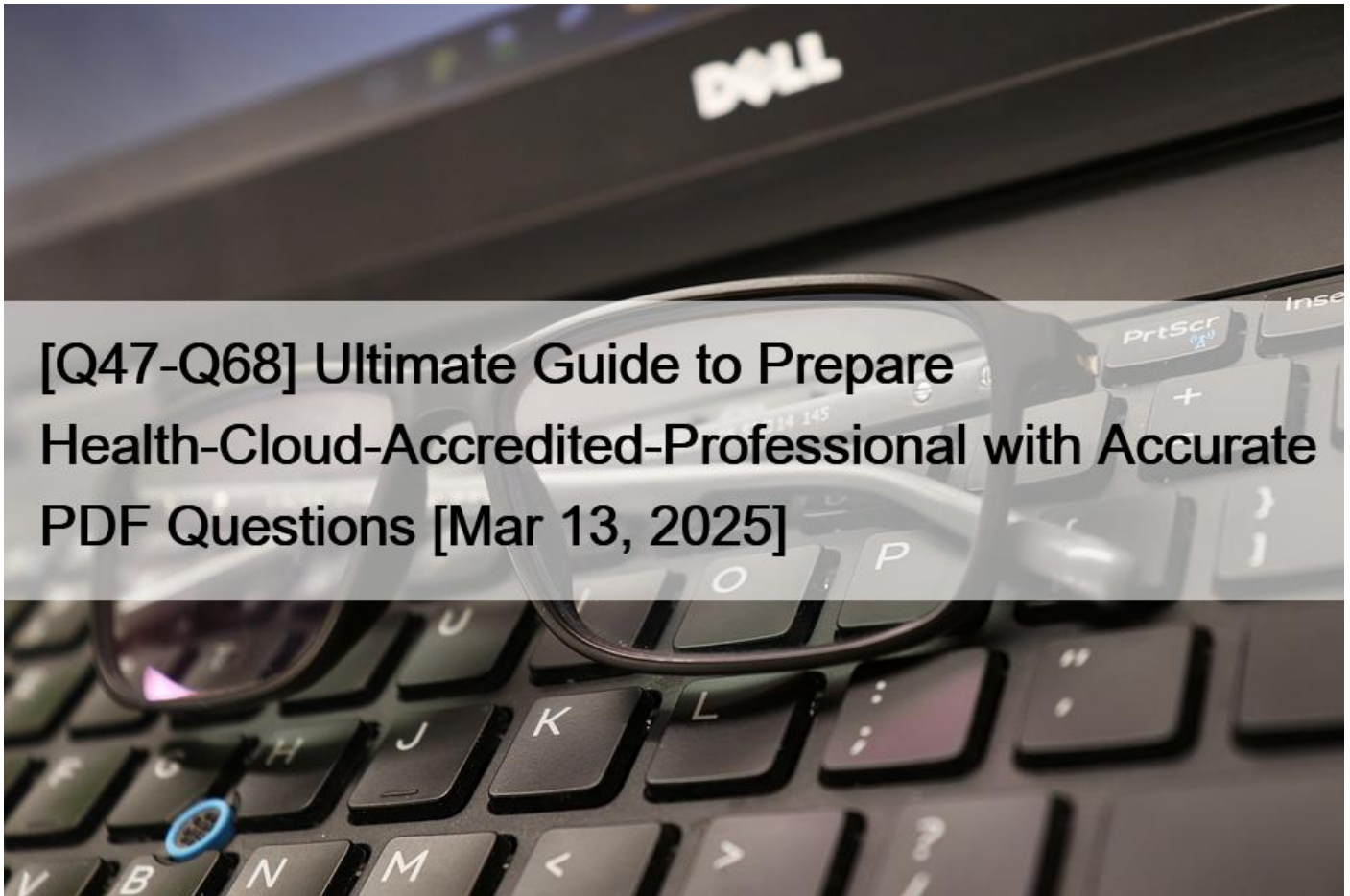

Ultimate Guide to Prepare Health-Cloud-Accredited-Professional with Accurate PDF Questions [Mar 13, 2025]

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Salesforce Health Cloud Accredited Professional certification is an industry-recognized certification that verifies a professional's expertise in using the Health Cloud platform. It is an ideal certification for healthcare professionals and Salesforce administrators who want to demonstrate their expertise in managing patient data, improving care coordination, and streamlining workflows. With this certification, professionals can stand out in the job market, earn higher salaries, and make a positive impact on patient outcomes.

Salesforce Health-Cloud-Accredited-Professional Exam is designed for healthcare professionals who are looking to validate their expertise in using Salesforce Health Cloud. Salesforce Health Cloud is a cloud-based platform that allows healthcare providers to manage patient data and build more meaningful relationships with their patients. Health-Cloud-Accredited-Professional exam is ideal for individuals who work in healthcare administration, patient care coordination, or health information technology management.

Q47. A customer wants to view medication data from Health Cloud leveraging FHIR standards. Which Health Cloud data model should a consultant use?

* Virtual care data model
* Clinical data model
* Electronic health record (EHR) data model
* Integrated Care Management data model

To enable viewing medication data from Salesforce Health Cloud while leveraging FHIR standards, the Clinical Data Model is the correct data model to use.

Why the Clinical Data Model?

Purpose and Design:

The Clinical Data Model in Health Cloud is specifically built to represent patient health data, including medications, allergies, conditions, and other clinical information.

It adheres to FHIR (Fast Healthcare Interoperability Resources) standards, which are widely used to facilitate the exchange of electronic health information between systems.

Medication Data Representation:

The Clinical Data Model contains FHIR-compliant objects, such as MedicationRequest and MedicationStatement, to store and retrieve information about prescribed medications, their dosages, and administration details.

FHIR Integration:

Health Cloud’s Clinical Data Model supports RESTful FHIR APIs, allowing external systems to access medication data seamlessly.

FHIR compatibility ensures that medication data can be shared with third-party EHR systems and healthcare applications.

Implementation Steps:

Configuration of Medication Records:

Populate the FHIR-compliant objects with medication data, ensuring adherence to the FHIR R4 resource structure.

Use of FHIR APIs:

Enable the Clinical Summary Healthcare API or specific Medication APIs (e.g., GET /MedicationRequest) to fetch and display medication details.

Integration Testing:

Validate the FHIR-based data exchange with other systems to ensure seamless interoperability.

Reference:

Salesforce Health Cloud Developer Guide: Clinical Data Model

FHIR Resources for Health Cloud

Q48. What is the best practice when transitioning an org from Service Cloud to HC?
* Approach depends on how each customer uses their org. Any other options may be used.
* Put HC use cases in a new org, leave only Service Cloud use cases in an existing org.
* Migrate the entire org in place.
* Build out HC capabilities in a new org, then migrate all users and data.
Reference and details below.

We've boiled down the upgrade options into three simple paths to success, depending on each organization's unique situation. Many existing Sales and Service Cloud instances don't have extensive customizations or technical debt. In those cases, upgrading to Health Cloud in the current org frequently provides the fastest path with little to no disruption for existing users.

According to the Health Cloud Implementation Guide, the best practice when transitioning an org from Service Cloud to Health Cloud is to approach it depending on how each customer uses their org. There is no one-size-fits-all solution for migrating from Service Cloud to Health Cloud, as each customer may have different requirements, use cases, and data models. Therefore, any of the other options may be used depending on the customer’s needs and preferences.

Q49. During set up a salesforce admin is unable to install the health cloud claims unmanaged package. What is the reason?
* The health cloud managed package is missing
* The health cloud permission set license is missing
* The administrator is not registered in AppExchange
* The administrator doesn’t have health cloud license

Q50. Bloomington Caregivers has decided to enable Integrated Care Management so that its end users can leverage Health Cloud Assessments. Administrators must now configure their org to be able to use Assessments.

Which three steps should the administrator take as part of the org setup to enable Assessments?
* Enable Discovery Framework in Setup.
* Add the Assessment component to the Patient page.
* Download and Install OmniStudio.
* Update sharing settings in Setup.
* Enable users to view and complete Assessments.
The three steps that the administrator should take as part of the org setup to enable Assessments are enabling Discovery Framework in Setup, adding the Assessment component to the Patient page, and enabling users to view and complete Assessments. Discovery Framework is a feature that allows the administrator to create and manage assessments in Health Cloud. The Assessment component is a Lightning component that displays the assessments assigned to a patient on their record page. Enabling users to view and complete Assessments requires assigning them the appropriate permission sets and page layouts.

Q51. Which two actions should be completed by health cloud admin in order to leverage the health cloud utilization management capabilities?
* Install the heath cloud unmanaged package extension
* Install the health cloud managed package
* Install the health cloud care request extensions managed package.

* Assign the health cloud social determinants permission set
* Assign the health cloud foundation permission set
Reference and details below.

Prepare to Set Up Utilization Management

Before you get started, install and configure Health Cloud.

* Install the Health Cloud Care Request Extensions unmanaged package.
* Assign the Health Cloud Permission Set License and the Health Cloud Platform permission set license to yourself and your users.

Q52. Which entity in Health cloud is used to store the details of a vaccine being administrated?
* Procedure
* Patient Immunization
* Medication
* Encounter

According to the Salesforce documentation, Patient Immunization is an object in Health Cloud that is used to store the details of a vaccine being administered. It includes information such as the vaccine name, lot number, manufacturer, route of administration, site of administration, dose quantity, dose unit, expiration date, and adverse reaction.

Q53. During a design session, the client asks for best practices around when to use DataRaptors vs. Integration Procedures.

For which scenario should a consultant advise the client to use a single DataRaptor?
* The dataset squired needs to read two SObjects with a clearly defined
* relationship. B. Q The action must perform a SendMail task and check for any errors.
* The task requires both a read and write of SObject data.
* The dataset requires connecting to an external data source, such as CSV or REST API,

In Salesforce OmniStudio, DataRaptors and Integration Procedures are both tools designed to handle data operations, but they serve different purposes and are suited to distinct scenarios.

DataRaptors:

DataRaptors are declarative tools used to extract, transform, and load data to and from Salesforce objects. They are ideal for straightforward data operations involving a limited number of objects.

Integration Procedures:

Integration Procedures are server-side processes that execute multiple actions in a single server call. They are designed for complex data operations, especially those involving multiple data sources or requiring orchestration of various steps.

Scenario Analysis:

Option A: The dataset required needs to read two SObjects with a clearly defined relationship.

Approach: A single DataRaptor Extract can efficiently handle this scenario by utilizing relationship queries to retrieve data from two related SObjects. DataRaptors support extracting data from multiple objects, provided there is a defined relationship between them, such as a parent-child relationship.

Option B: The action must perform a SendMail task and check for any errors.

Approach: This scenario involves sending an email and handling error checking, which goes beyond simple data extraction or loading. An Integration Procedure would be more appropriate here, as it can orchestrate multiple actions, including sending emails and managing error handling.

Option C: The task requires both a read and write of SObject data.

Approach: While DataRaptors can perform both read (Extract) and write (Load) operations, if the task involves complex logic or multiple steps, an Integration Procedure might be more suitable to manage the orchestration of these actions.

Option D: The dataset requires connecting to an external data source, such as CSV or REST API.

Approach: Connecting to external data sources typically requires capabilities beyond DataRaptors. Integration Procedures can handle REST API calls and integrate external data, making them the appropriate choice for this scenario.

Best Practices:

Use DataRaptors When:

You need to perform simple CRUD operations on Salesforce data.

The data operations involve a limited number of related objects.

Minimal transformation or processing logic is required.

Use Integration Procedures When:

The process involves multiple steps or complex logic.

You need to integrate with external systems or APIs.

Error handling and conditional processing are necessary.

Reference:

**OmniStudio

Q54. Prior to go-live for Bloomington Caregivers, a consultant loads the future system users into Salesforce.

Which two permission set licenses should the consultant assign to the users to give them access to Health Cloud?
* Health Cloud Foundation permission set license
* Health Cloud permission set license
* Health Cloud Standard permission set license
* Health Cloud Platform permission set license
The users need both the Health Cloud permission set license and the Health Cloud Standard permission set license to access Health Cloud features. The Health Cloud Foundation permission set license is for users who only need access to the Health Cloud data model, and the Health Cloud Platform permission set license is for users who need access to the Health Cloud Lightning components3.

Q55. 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 3 answers
* Adding a QR Code
* SMS Assessment Completion
* FHIR Question Bank
* Digital Signature Capture
* Using Previously Submitted Responses

The Discovery Framework in Salesforce Health Cloud is designed to streamline intake and clinical assessment processes by leveraging configurable and reusable components. Below is a detailed explanation of the correct options:

Correct Capabilities:

FHIR Question Bank (C):

Health Cloud supports the integration of FHIR (Fast Healthcare Interoperability Resources) standards for clinical data management.

The FHIR Question Bank allows healthcare organizations to utilize predefined, standards-compliant question sets for assessments. This ensures uniformity and compliance with healthcare regulations.

Digital Signature Capture (D):

Salesforce Health Cloud enables capturing digital signatures to confirm the completion and accuracy of assessments, which is often required for compliance or legal documentation.

Using Previously Submitted Responses (E):

Health Cloud supports dynamic assessments that can reference and reuse responses from previously submitted assessments. This enhances efficiency, prevents redundancy, and reduces patient burden.

Why Other Options Are Incorrect:

A . Adding a QR Code:

QR codes are not a standard out-of-the-box feature for assessments in Salesforce Health Cloud. While QR codes can be custom-implemented, they are not directly relevant to the Discovery Framework.

B . SMS Assessment Completion:

SMS-based assessment completion is not an out-of-the-box feature of Health Cloud. It requires customization or integration with third-party messaging solutions to achieve this functionality.

Reference:

Administer Health Cloud

Salesforce Health Cloud Documentation on FHIR and Clinical Assessments

Salesforce Discovery Framework Overview

Q56. Which Three items can be a Life Science company track about a Care Programs using Program Management?

(Choose Three. (Repeated question)
* The multiple marketing campaigns that enrollees are subjected to as part of the Care Program.
* The budget & Expenses of the company’s associate Care Program
* The clinical indicators that need to be monitored in the care programs
* The products that are associate with a given Care Program
* The plans that enrollees have been engaged in as part of the care program

Q57. Which three of the following Health Cloud objects are part of the standard Care Management data Model? (Choose three)
* CareSpeciality
* CarePlan Template Task
* TimelineViewConfiguration
* CareProgramGoal
* CarePlanGoal

According to the Health Cloud Data Model Developer Guide, CarePlan Template Task, TimelineViewConfiguration, and CarePlanGoal are three Health Cloud objects that are part of the standard Care Management data model. CarePlan Template Task is a custom object that represents a task that is part of a care plan template. TimelineViewConfiguration is a custom object that defines how to display timeline events for a care plan. CarePlanGoal is a custom object that represents a goal that is part of a care plan. CareSpeciality and CareProgramGoal are not Health Cloud objects that are part of the standard Care Management data model.

Q58. Bloomington Caregivers needs to use the objects foi the Clinical data model as part of its new Health Cloud implementation, Which preference should Bloomington Caregivers’ administrator ensure is enabled?
* FHIR-Aligned Data Model org preference
* Clinical R4 Model org preference
* linical Data Model org preference
* FHIR-Aligned EHR Data Model org preference

The FHIR-Aligned Data Model org preference is the preference that Bloomington Caregivers’ administrator should ensure is enabled to use the objects for the Clinical data model as part of its new Health Cloud implementation. This preference enables the Clinical data model, which is a FHIR R4-aligned data model that captures information from an Electronic Health Record (EHR) system via integration middleware1. The Clinical data model is built on Salesforce core, with no reference to package entities, and supports only the attributes that Health Cloud users need, not all attributes in every FHIR R4 resource2. The Clinical data model is the successor to the original EHR Data Model, which was built on the managed package and followed the FHIR R1 standard2.

Reference:

1: Clinical Data Model | Salesforce Health Cloud Developer Guide | Salesforce Developers 2: Explore the Clinical Data Model Unit | Salesforce Trailhead

Q59. A payer is looking to optimize the workflow for its call center, which focuses primarily on members calling to check on the status of their prior authorization requests.

How should a consultant conduct discovery to define a workflow for these call center users?
* Identify personas and ask them to walk through a day in their life, taking notes and identifying opportunities for optimization.
* Use work from another project to inform the discovery, then review it with the IT department.
* Build a proof of concept to present to the client and ask them for feedback.
* Research industry trends and develop a point of view, then present it to the customer for validation.

The best way to conduct discovery to define a workflow for the call center users is to identify personas and ask them to walk through a day in their life, taking notes and identifying opportunities for optimization. This approach will help the consultant understand the

current state of the process, the pain points and challenges, the goals and expectations, and the potential solutions.

Q60. In which two ways can Life Science organizations capture consent from enrollees of Care Program? (2 – Simple Application correct options) Options not visible

* By engaging in a web chat with an agent who presents consent forms in chat window.
* By sending an email that then create a case using email-to-case.
* By talking to an agent via phone who then enrolls the patient
* By submitting consent Via SMS using Einstien Chat bot.
* By using a Self-Service portal via a Community.

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.

Q61. 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?

* Life Goals
* Life Events
* Household Map
* Milestones
* Life Map

Q62. 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?

* Permission Set Groups
* Profiles
* Contact Roles on case
* Permission Sets
* Case Team Roles

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.

Q63. Which Feature would an administrator setup to help their sales team view all provider related to a specific ……….

* Provider Search
* Practitioner Relationship
* Provider Cards
* Provider Relationship

Q64. An administrator wants to add additional fields to their Provider Search capabilities. Which two objects can they map fields from? (Choose Two.)

* Healthcare Practitioner Facility
* Care Provider Searchable Field
* Person Account
* Account
* Healthcare Provider

Reference and details below.

Use Custom Fields to Run Provider Searches

In addition to the many standard fields in the Provider data model, you can also run searches for providers using custom fields based on your business needs. To use your custom fields with Provider Search, you can map them to custom fields in the Care Provider Searchable Field object.

- The custom fields must be in either the `HealthcareProvider` or `HealthcarePractitionerFacility` objects.
- The custom fields must be of the type text, single-select picklist, or multi-select picklist.

1. From Object Manager, use Quick Find to find **Care Provider Searchable Field**.
2. Create a text field to map to the custom field that you want to use in your searches.
   Make a note of the API name you set for this new field.
3. In Setup, use the Quick Find box to find **Care Provider Search Config**.
4. Click **New Care Provider Search Config**.

Q65. Which of the following Salesforce and Health Cloud objects can be used to represent Provider and their relationship in a Provider Management data model? (Choose Three.)

* Contact
* Healthcare Practitioner Facility
* Lead
* Case
* Healthcare Provider

Reference and details below.

Set Up Data for Provider Cards

The data that helps users identify practitioners is stored in the provider objects. You can use Composite API requests to do populate these objects with provider and practitioner data.

You can create objects individually by using the Lightning Platform SOAP API or REST API. Or you can use the Composite resource in the REST API to create and link multiple records with a single API call. This lets you create 200 records per call.

Let's say we want to add healthcare provider Dr. Scott Kaplan to your records. This example shows how to use a single API call to create Account, Contact, HealthcareProvider, PersonEducation, HealthcareProviderNpi, HealthcarePractitionerFacility, HealthcareProviderSpeciality, HealthcareFacilityNetwork, and HealthcareProviderTaxomony records with Dr. Scott Kaplan's data. It also shows how to use a composite request to link records using Dr. Kaplan's `contactId` as the `practitionerId`.

Execute this example using a composite request:

Q66. A Payer Service Cloud org uses Accounts and contacts to model Health Insurance Members. While all teams within the organization Work with all members, only some teams require HC capabilities. What is the recommended best practice for modeling members in HC for this organization?

* Only groups needing HC capabilities need to use Person Accounts.
* Model as Person Accounts, whether they are using HC capabilities or not.

* Account Record Types for existing members can remain as-is. Future members should be created as Person Accounts.
* Use the individual model with HC

Q67. Which of the following capabilities of the provider search would a customer service Agent use to help payers to find the right provider? (Choose Three.
* Use Provider search in an authenticated community page
* Use provider search in an unauthenticated community page
* Control the list of the fields displayed in the search panel and search results
* Use custom fields defined in healthcare provider and healthcare Practitioner Facility entities as part of the search provider.
* Use custom fields defined in any entities within the Provider data model in Health cloud as part of the search component.

Q68. Which three statements about the patient timeline view are true? (Choose three.)
* The patient timeline can be used in any Salesforce application.
* Events can be specified to appear when the Health Cloud home page first loads.
* The patient timeline is a Health Cloud Empower component.
* The patient timeline supports standard and custom objects.
* Filters can be used to limit the number of records shown in the patient timeline.

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