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Salesforce Health Cloud Accredited Professional Exam

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Question: 1

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?

Choose 2 answers

- A. Health Cloud permission set license
- B. Health Cloud Standard permission set license
- C. Health Cloud Foundation permission set license
- D. Health Cloud Platform permission set license

Answer: A, C

Explanation:

When preparing for the go-live of Bloomington Caregivers, it's essential to ensure that system users have the appropriate permissions to access Health Cloud functionalities. Salesforce utilizes permission set licenses to grant users access to specific features beyond their standard user licenses. In this context, two critical permission set licenses should be assigned:

Health Cloud Permission Set License:

Purpose: This license provides users with access to features delivered in the Health Cloud managed package. It enables functionalities that are integral to Health Cloud but not included in the core Salesforce platform.

Reference: According to Salesforce documentation, "To use Health Cloud users need the Health Cloud permission set license and the Health Cloud Platform permission set license."

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Health Cloud Foundation Permission Set License:

Purpose: This license grants users access to additional Health Cloud platform capabilities, including the Provider Management data model. It's essential for users who require comprehensive access to foundational Health Cloud features.

Reference: Salesforce notes that the Health Cloud Foundation permission set "assigns read access to additional Health Cloud platform capabilities, including the Provider Network Management data model."

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It's important to note that while the Health Cloud Platform Permission Set License is also crucial for accessing Health Cloud features built directly on the Salesforce platform, it is not listed as an option in the provided question. Therefore, among the given choices, options A and C are the most appropriate to assign to users to ensure they have the necessary access to Health Cloud functionalities.

For a comprehensive understanding and step-by-step guidance on assigning these permission set licenses, please refer to Salesforce's official documentation:

Assign Health Cloud Permission Sets and Permission Set Licenses:

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This resource provides detailed instructions on how to view and assign the necessary permission sets and licenses to users, ensuring they have the appropriate access required for their roles within Health

Cloud.

Question: 2

Which Health Cloud feature helps ensure compliance with Health Insurance Portability and Accountability Act (HIPAA) regulations?

- A. Data visualization and analytics
- B. Social media integration
- C. User authentication and access control
- D. Real-time monitoring and alerts

Answer: C

Explanation:

Salesforce Health Cloud includes several features to ensure compliance with regulations like the Health Insurance Portability and Accountability Act (HIPAA). Among these, user authentication and access control is a key feature that safeguards protected health information (PHI) by controlling and restricting access based on user roles, permissions, and organizational policies.

Why User Authentication and Access Control is Key for HIPAA Compliance:

Role-Based Access Control (RBAC):

Salesforce allows administrators to define and manage access through role hierarchies and sharing rules. Only authorized users can view, edit, or process sensitive health data.

Shield Platform Encryption:

Salesforce Shield provides encryption capabilities for PHI. It ensures data remains secure at rest and during transit, an essential requirement of HIPAA.

Audit Trails and Field Tracking:

Salesforce Health Cloud tracks changes to sensitive data fields, offering detailed logs for auditing purposes.

Two-Factor Authentication (2FA):

2FA ensures only authenticated users access the system, adding an extra layer of security to sensitive health information.

Compliance Policies:

Salesforce's built-in compliance tools, like health data masking and logging, align with HIPAA requirements.

Why Other Options Are Incorrect:

A. Data visualization and analytics:

While important for decision-making, this feature does not directly address HIPAA compliance as it focuses on operational insights rather than security.

B. Social media integration:

Social media features are unrelated to HIPAA compliance and could pose risks if improperly managed.

D. Real-time monitoring and alerts:

While useful for operational efficiency, this feature is not specifically tied to compliance with HIPAA's privacy and security rules.

Reference:

Salesforce Security Guide

Question: 3

A company based In the United States requires a way to track medications that patients take in a standardized format and detect potential drug-to-drug Interactions.
Which two Health Cloud solutions should a consultant recommend?
Choose 2 answers

- A. Medication Audit
- B. Medication Reconciliation
- C. Medication Review
- D. Medication Administration

Answer: B, C

Explanation:

To track medications and detect potential drug-to-drug interactions in a standardized format, Salesforce Health Cloud offers features designed for healthcare organizations to manage medication data effectively.

Correct Features Explanation:

Medication Reconciliation:

This feature enables the accurate tracking of patient medications across different points of care. It ensures all prescribed and over-the-counter medications are recorded in a standardized format, preventing duplications, omissions, or errors.

By reconciling medications, healthcare providers can identify potential drug-to-drug interactions and avoid adverse drug events.

Medication Review:

This involves reviewing the patient's entire medication list to assess safety, appropriateness, and effectiveness.

Healthcare providers can use this review process to flag potential drug interactions, dosage inconsistencies, and other risks, thereby ensuring comprehensive medication management.

Why Other Options Are Incorrect:

A. Medication Audit:

While this could involve reviewing medication-related data, it is not a standard Health Cloud feature designed for drug-to-drug interaction detection or medication tracking.

D. Medication Administration:

This feature focuses on the administration of drugs to patients, such as documenting doses and timing, and does not handle tracking or interaction detection in a standardized way.

Key Benefits of the Correct Features:

Ensuring Patient Safety: Tracks and reconciles medications to avoid harmful drug interactions.

Standardized Format: Maintains consistent records, compliant with healthcare regulations like HIPAA and FHIR standards.

Improved Coordination: Enables care teams to collaborate effectively in managing patient medications.

Reference:

Question: 4

Bloomington Caregivers has created and tested its first care plan template in a sandbox, which includes problems, goals, and tasks. The company has deployed this template to its final environment using Data Loader.

Which two steps should a consultant recommend, following this deployment, to enable users to successfully leverage this new template?

Choose 2 answers

- A. Activate the new care plan template.
- B. Confirm user access to care plan objects.
- C. Conduct end-user training on the use of the care plan template.
- D. Activate the problems, goals, and tasks associated with the template.

Answer: A, B

Explanation:

After deploying a care plan template to the final environment, it is crucial to perform the following steps to ensure users can successfully leverage it:

Activate the New Care Plan Template (A):

After deployment via Data Loader, the care plan template remains inactive by default. You must activate it in the final environment to make it available for users to apply to patient cases.

Activation ensures that care providers can use the template to assign care plans that include problems, goals, and tasks to their patients.

Confirm User Access to Care Plan Objects (B):

Users need the appropriate permissions to access care plan objects (e.g., Problems, Goals, and Tasks).

Verify and assign the correct profiles or permission sets to ensure users can view, edit, and apply these components within the care plan template.

Why Other Options Are Incorrect:

C. Conduct end-user training on the use of the care plan template:

While beneficial for user adoption, training is not a technical or mandatory step to enable users to leverage the template post-deployment.

D. Activate the problems, goals, and tasks associated with the template:

Individual components like problems, goals, and tasks are activated as part of the template. Activating the template itself (Option A) suffices.

Reference:

Administer Health Cloud

Salesforce Documentation on Care Plan Template Management

Question: 5

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?

- A. Identify personas and ask them to walk through a day in their life, taking notes and identifying opportunities for optimization.
- B. Build a proof of concept to present to the client and ask them for feedback.
- C. Research industry trends and develop a point of view, then present it to the customer for validation.
- D. Use work from another project to inform the discovery, then review it with the IT department.

Answer: A

Explanation:

To optimize workflows for a payer's call center, conducting a discovery phase requires identifying key pain points, inefficiencies, and opportunities.

Identify Personas and Walk Through a Day in Their Life:

Engage call center agents and supervisors who handle prior authorization requests and ask them to describe their daily processes, challenges, and tools used.

Take detailed notes to map out existing workflows and pinpoint inefficiencies. This approach provides insights into real-world challenges, helping to design tailored workflows that address bottlenecks.

Why Other Options Are Incorrect:

B. Build a proof of concept to present to the client and ask them for feedback:

Building a proof of concept comes later, after completing discovery and requirements gathering.

C. Research industry trends and develop a point of view, then present it to the customer for validation:

While understanding industry trends is useful, presenting pre-determined workflows without first understanding the customer's specific needs risks misalignment.

D. Use work from another project to inform the discovery, then review it with the IT department:

Reusing workflows from another project may not address the unique needs of this customer's call center processes.

Reference:

Salesforce Health Cloud Use Case Discovery Best Practices

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