

Salesforce Health Cloud Accredited Professional

1. If a Health Cloud administrator wanted to consume the content of an HL7 v2 Simple Application message, which step would they need to take?

A. Do Nothing Health Cloud works out of the box with native HL7 message

B. Use salesforce Connect

C. Write a custom apex class to consume parse and store a native HL7 message

D. Use an HL7 broker/engine to transform the text based HL7 message into JSON and pass it to the Health Cloud.

Answer(s): D

2. Which resource within health cloud facilitates the easy exchange of data between Health Cloud and the client Electronic Medical Records

A. Health Cloud has a built in HL7 integration Engine

B. Health cloud has prebuilt connections for the top ten EMR's

C. Health cloud has a lightning component button automatically configured to 'Export to EMR'

D. Health cloud has published data mappings from commonly used HL7 message to the Health Cloud data model

Answer(s): D

3. What is the latest FHIR model aligned to Health Cloud?

A. V5

B. V4

C. V3

D. V1

Answer(s): B

4. When bringing in the Business identifier for patient record from external system like EHRs, which entity is most suitable to hold that information in Health cloud?

A. Sourcesystem identifier

B. Contacts

C. Account

D. Identifier

Answer(s): A

5. 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 StandardD HL7 V2- Simple Application3 Apply to real word/Analyze / Evaluate(Health Level Seven)

D. DICOM (Digital Imaging and communications In Medicine)

Answer(s): B D

6. Which three medication related FHIR resources are supported in the new data model of Health cloud (Choose Three)

A. Medical Administration

B. Medication

C. Dosage

D. Medication Dispense

E. Medical Request

Answer(s): B D E

7. 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.

Answer(s): A B C

8. Which steps should a salesforce administrator complete to set up a warehouse that serves as a product fulfillment location to salesforce representative in a specific region, irrespective of the account? (Choose three)

A. Create Inventory Location and add Visitor Address as Location Address.

B. Create Record in Product Fulfillment Location.

C. Set-up Product Transfer and product request.

D. Select inventory location while creating visit

E. Create a product item entry inventory, a single entry for each product that will be replenished from industry.

Answer(s): A B E

9. Which two preference must a salesforce administrator enable to begin using Intelligent Sales for Medical Devices? (Choose two)

A. Visit Inventory Management

B. Intelligent Sales

C. Action Plans

D. Lightning Flows

E. Lightning App builder

Answer(s): A B

10. Dr. Jill Mikel at Tahoe Hospital would like to improve the management of patient visits. Which steps should the salesforce Administrator complete to setup a patient visit Process? (Choose two)

A. Create a Task and add task to an action plan template.

B. Create flow for the business process.

C. Create a task and add the task to visit creation.

D. Create an action plan template add flow and published the template.

Answer(s): B D

11. A sales Representative wants to request a Rep-to-Rep Transfer. What two paths are available to request the transfer? (Choose two)

A. Under visit, choose to navigate to visit Products.

B. The transfer can be requested while creating an Order Authorization for a Visit.

C. To Request the transfer, navigate to product, then choose the specific inventory location against which to request the transfer.

D. During Visit creation you can request the transfer while selecting products required for a visit.

Answer(s): B C

12. Which Salesforce Product allows encryption of Protected Health Information (PHI) data at rest to enhance Health Cloud?

A. Shield

B. Tableau CRM

C. Health Cloud

D. Service Cloud

Answer(s): A

13. A Health Cloud administrator has to provide the DevOps team access to production copy sandboxes for investigation and fixes. How can be administrator ensure that all privacy, compliance and regulatory requirement are met.

A. Install Mask and anonymize sensitive data on production copy sandboxes.

B. Only allow offshore team access to production copy sandboxes if they have taken compliance training and are certified to have access.

C. Only allow onshore team access to Health cloud objects on production copy sandboxes.

D. Install Shield only in production copy sandboxes.

E. Install shield and encrypted all PII data on production sandboxes.

Answer(s): A

14. 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

A. 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?

B. Encrypt all PHI/PII data

C. Encrypt all data

D. Use Class Encryption to encrypt field identified as PHI

E. Use a Deterministic Encryption Policy on Account FirstName & LastName fields.

F. Use a Probabilistic Encryption Policy on Account FirstName & LastName fields.

Answer(s): D

15. Which action is Possible in the program enrollment flow when adding in 'Enroll in Program' quick action to a record? (Choose three)

A. Starting a new blank care plan

B. Signing enrollment consent form

C. Seeing a list of all product and selecting applicable products

D. Selecting the provider associate with a product

E. Creating a new care program

Answer(s): A B D

16. Which type of files can be uploaded as Consent Documents in secure folders of Health Cloud for a Care Program? (Choose two)

A. Copy-protected PDF files

B. Opt out consent documents

C. Authorization consent forms

D. Files that are smaller than 2 Simple Application 5MB

E. Password protected files

Answer(s): C D

17. In which two ways can Life Science organizations capture consent from enrollees of Care Program? (2 Simple Application correct options)

Options not visible

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 Einstein Chat bot.

E. By using a Self-Service portal via a Community.

Answer(s): C E

18. In which two ways can an administrator support the Health department so that the team can efficiently assess the individual, enroll them in a program, and monitor them during emergency? (Choose two)

A. Create a healthcare provider enrollment flow

B. Install emergency Response Management unmanaged package

C. Leverage pre-configured flows provided with Health Cloud

D. Create Patient Enrollment Console

Answer(s): B C

19. Which three terms can a Life Sciences company track about a Care Program using Program Management in Health Cloud? (Choose three)

- A. The clinical indicators that need to be monitored in the Care Program.
- B. The products that are associated with a given Care Program.
- C. The multiple marketing campaigns that enrollees are subjected to as part of the Care Program.
- D. The budget & expense of the company's associated Care Program.
- E. The Plans that enrollees have been engaged in as part of the Care Program.

Answer(s): A B E

20. 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 & 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.

Answer(s): A
