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QUESTION 1

A provider would like to create Salesforce reports to analyze patient outcomes and patient referrals.

Which three steps should a consultant recommend as part of the reporting setup to ensure the provider can view this report appropriately? (Choose Three)

- A. Enable the enhanced Analytics for Healthcare setting in Setup.
- B. Create custom report types for clinical objects.
- C. Assign appropriate permissions to internal users.
- D. Leverage the Patient Referral Management unmanaged package.
- E. Adjust template care management reports and dashboards.

Correct Answer: BCE

Explanation: To create Salesforce reports to analyze patient outcomes and patient referrals, a consultant should recommend the following steps:

Create custom report types for clinical objects, such as Condition, Medication, or Encounter, to access the data stored in Health Cloud's clinical data model¹. Assign appropriate permissions to internal users, such as the Health Cloud

Analytics permission set, to enable them to view and create reports and dashboards².

Adjust template care management reports and dashboards, such as Patient Outcomes or Patient Referrals, to customize them for the customer's specific needs^{3,4}. Enabling the enhanced Analytics for Healthcare setting or leveraging the

Patient Referral Management unmanaged package are not required steps for this requirement.

QUESTION 2

While running user acceptance testing (UAT) for a customer, an end user is unable to view certain data on the Enhanced Timeline for Contact Center.

What should be the first step in troubleshooting this issue?

- A. Ensure the user has the right object permissions.
- B. Ensure the component has been activated
- C. Check the HealthCloud Data permission set assignment
- D. Check the Enhanced Patient permission set assignment

Correct Answer: A

A is correct because ensuring the user has the right object permissions is the first step in troubleshooting this issue. The Enhanced Timeline for Contact Center displays records from various objects, such as Case, Engagement Interaction, Engagement Topic, and Task. The user needs to have at least read access to these objects and their fields to view



them on the timeline. The administrator can check and modify the user's object permissions from their profile or permission set. References: : Enhanced Timeline for the Contact Center : Object Permissions

QUESTION 3

A consultant needs to implement Health Cloud and is in the discovery stage of the project.

Which three approaches should the consultant consider to collect information to understand where Health Cloud fits within the application architecture? (Choose Three)

- A. Identify personas involved and their existing pain points.
- B. Start writing Apex code to customize Health Cloud
- C. Build an architecture diagram depicting HealthCloud integrations
- D. Create business process diagrams to understand information flow
- E. Identify key stakeholders and how they measure success

Correct Answer: ACE

A is correct because identifying personas involved and their existing pain points can help the consultant understand the current state of the business and the needs and expectations of the users.

B is incorrect because writing Apex code to customize Health Cloud is not a discovery activity, but a development activity that should be done after the requirements and design are finalized.

C is correct because building an architecture diagram depicting Health Cloud integrations can help the consultant understand how Health Cloud fits within the application architecture and what data sources and systems need to be connected.

D is incorrect because creating business process diagrams to understand information flow is not a discovery activity, but a design activity that should be done after the requirements are gathered and validated. E is correct because identifying

key stakeholders and how they measure success can help the consultant understand the vision and goals of the project and the expected outcomes and benefits of Health Cloud.

References: : Health Cloud Implementation Guide : Health Cloud Implementation Best Practices

QUESTION 4

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

Explanation: 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.

QUESTION 5

A payer needs to enable its agents to answer questions from members regarding their benefits coverage. The payer has already set up the required objects to be populated with the necessary information through an integration.

Which Health Cloud component should a consultant recommend for the Member record page?

- A. Benefits Verification
- B. Eligibility Validation
- C. Benefits Coverage
- D. Coverage Confirmation

Correct Answer: C

Explanation: To enable agents to answer questions from members regarding their benefits coverage, a consultant should recommend the Benefits Coverage component for the Member record page. This component displays information such as plan name, effective date, termination date, deductible amount, coinsurance percentage, copay amount, and out-of-pocket maximum for each benefit plan that the member is enrolled in. Benefits Verification, Eligibility Validation, or Coverage Confirmation are not components that exist in Health Cloud.

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