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QUESTION 1

How should a consultant at a large provider system model a patient in Health Cloud?

- A. Configure Account
- B. Leverage Contact-Contact
- C. Configure Contact
- D. Leverage Person Account

Correct Answer: D

D is correct because leveraging Person Account is the recommended way to model a patient in Health Cloud. A Person Account is a special type of account that combines the attributes of an account and a contact. It allows users to store information about individual people, such as name, address, phone number, email, and health details. Health Cloud uses Person Accounts to represent patients and members, and to enable various features and functionality, such as household data model, clinical data model, care management, and provider network management. References: : Health Cloud Data Models for Healthcare : Take a Look at the Household Data Model

QUESTION 2

Bloomington Caregivers want to offer its patients remote monitoring to bring data from patient devices into Health Cloud. Which set of records should an administrator populate to implement this functionality?

- A. Units of Measure, Remote Monitoring Device Types, Care Observations, Code Sets
- B. CodeSets, Units of Measure, Care Metric Targets, Care Observations
- C. Code Sets, Biometrics, Care Observations, Chart Metrics
- D. Units of Measure, Code Sets, Remote Monitoring Device Types, Care Episodes

Correct Answer: B

Explanation: To implement remote monitoring functionality in Health Cloud, an administrator should populate the following records:

Code Sets: These are records that define the codes and descriptions for various types of data, such as care metrics, care observations, or units of measure. Code sets help standardize the data and enable interoperability with external

systems1. Units of Measure: These are records that define the units of measurement for various types of data, such as weight, blood pressure, or temperature. Units of measure help convert the data into a common format and enable

comparison and analysis2.

Care Metric Targets: These are records that define the target values or ranges for various types of care metrics, such as blood glucose level, heart rate, or oxygen saturation. Care metric targets help monitor the patient's health status and

identify any deviations or risks3.

Care Observations: These are records that store the data collected from patient devices, such as blood pressure



monitors, glucose meters, or pulse oximeters. Care observations help track the patient's health progress and provide insights for

care management. Remote Monitoring Device Types, Biometrics, Chart Metrics, or Care Episodes are not records that are required for remote monitoring functionality.

QUESTION 3

A HC admin is configuring a 'Convert to Patient' process, utilizing the Lead to Individual Conversion Apex class. Which statements are true about the steps the admin can take? (Choose Three)

- A. The admin must configure all Lead field mappings including Medical Record Number, Source System and Source System ID.
- B. The custom Convert to Patient button should be added to the Lead list view.
- C. Some Lead field mappings including Medical Record Number, Source System ID can be handled automatically by HC.
- D. The Lead to Individual Conversion apex class will create a new Opportunity for the patient.
- E. Duplicate checks on Medical Record Number, Source System and Source System ID can be handled automatically by HC.

Correct Answer: ACE

Explanation: The admin must configure all Lead field mappings including Medical Record Number, Source System and Source System ID (A), some Lead field mappings including Medical Record Number, Source System ID can be handled automatically by HC (C) and duplicate checks on Medical Record Number, Source System and Source System ID can be handled automatically by HC (E) are true statements about the steps the admin can take. The custom Convert to Patient button should be added to the Lead detail page, not the list view (B). The Lead to Individual Conversion apex class will not create a new Opportunity for the patient (D).

QUESTION 4

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 5

A customer wants to view and navigate to critical insurance, clinical, and primary care physician information on a patient's profile.

Which Health Cloud capability should a consultant implement?

- A. Advanced Patient Card
- B. Patient Path
- C. Enhanced Highlights Panel
- D. Enhanced Timeline

Correct Answer: A

The Advanced Patient Card is a Health Cloud capability that allows users to view and navigate to critical information on a patient's profile, such as insurance, clinical, and primary care physician information¹. The Advanced Patient Card is a

customizable component that can be added to the Health Cloud console or the Contact Center app². It can also display data from external sources, such as EHR systems or medical devices³.

References:

1: Use the Advanced Patient Card - Salesforce 2: Configure the Person Account Page Layout for Contact Center - Salesforce 3: Display Data from External Sources in the Advanced Patient Card - Salesforce

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