

HEALTH-CLOUD-ACCREDITED-PROFESSIONAL Q&As

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QUESTION 1

Service cloud organization is migrating to health cloud, and only certain teams of users have health cloud use cases . Which Users with health cloud use cases or users who need access to health cloud objects require health cloud permission set licences.

What three types of ancillary information can be included in a single care request? (Choose Three)

- A. Care request providers
- B. Care request reviews
- C. Care request drug
- D. Care request diagnosis
- E. Care request facility

Correct Answer: BCD

Explanation: Care request reviews (B), Care request drug? and Carerequest diagnosis (D) are three types of ancillary information that can be included in a single care request. Care request providers (A) and Care request facility (E) are not types of ancillary information, but types of related records that can be associated with a care request.

QUESTION 2

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

- A. Tableau CRM
- B. Service Cloud
- C. Shield
- D. Health Cloud

Correct Answer: C

Explanation: Shield ?is the Salesforce product that allows encryption of Protected Health Information (PHI) data at rest to enhance Health Cloud. Tableau CRM (A), Service Cloud (B), and Health Cloud(D) are not products that provide encryption capabilities.

QUESTION 3

Which three terms can a Life Sciences company track about a CareProgram 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.

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- C. The multiple marketing campaigns that enrollees are subjected to as part of the Care Program.
- D. The budget and expense of the company\\'s associated Care Program.
- E. The Plans that enrollees have been engaged in as part of the Care Program.

Correct Answer: ABE

Explanation: According to the Salesforce documentation, a life sciences company can track the following terms about a care program using program management in Health Cloud:

The clinical indicators that need to be monitored in the care program, such as blood pressure, cholesterol level, or weight.

The products that are associated with a given care program, such as medications, devices, or services.

The plans that enrollees have been engaged in as part of the care program, such as education plan, adherence plan, or follow-up plan. Therefore, options A, B, and E are correct. Option C is incorrect, because marketing campaigns are not

tracked by program management in Health Cloud. Option D is incorrect, because budget and expense are not tracked by program management in Health Cloud.

QUESTION 4

A pharma company is implementing Health Cloud and trying to track insurance details related to its patients. The company wants to track:

A list of all payer organizations The plans offered by a given payer The standard benefits available under a plan Which plan a given patient is enrolled in and their specific insurance details

Which setof objects should a consultant implement to meet these requirements?

- A. Account, Purchaser Plan, Member Benefit, Insurance Plan
- B. Purchaser, Insurance Plan, Insurance Benefit, Plan Detail
- C. Account, Purchaser Plan, Plan Benefit, Member Plan
- D. Payer, Plan Offering, Coverage Benefit, Member Plan

Correct Answer: C

Explanation: The set of objects that the consultant should implement to meet the pharma company\\'s requirements are Account, Purchaser Plan, Plan Benefit, and Member Plan. These objects are part of the Health Cloud data model and allow the company to track payer organizations, plans, benefits, and patient enrollments.

QUESTION 5

Bloomington Caregivers has identified the need to encrypt data to comply with the Health Insurance Portability and Accountability Act (HIPAA).

What are three key considerations when complying with HIPAA regulations using Salesforce Shield in conjunction with Bloomington Caregivers\\' data strategy? (Choose Three)



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- A. Ensuring that sensitive data is encrypted both in transit and at rest
- B. Configuring data retention policies to ensure that records are retained for the appropriate length of time
- C. Using third-party data backup solutions to store backups of sensitive data off-site
- D. Implementing audit trails and regularly reviewing them to detect unauthorized access attempts
- E. Providing access to third-party auditors to regularly review Shield implementation settings

Correct Answer: ABD

Explanation: The three key considerations when complying with HIPAA regulations using Salesforce Shield in conjunction with Bloomington Caregivers\\' data strategy are ensuring that sensitive data is encrypted both in transit and at rest, configuring data retention policies to ensure that records are retained for the appropriate length of time, and implementing audit trails and regularly reviewing them to detect unauthorized access attempts. Salesforce Shield provides these features as part of its platform encryption, event monitoring, and field audit trail capabilities.

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