



# HEALTH-CLOUD-ACCREDITED- PROFESSIONAL<sup>Q&As</sup>

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### QUESTION 1

A provider is looking to view a patient's insurance coverage, including co-pay and deductible information, prior to their appointment. Using Health Cloud, which two steps should a consultant take to access this information in the Benefit Verification component? (Choose Two)

- A. Configure the Connection Label with the source systems API details
- B. Create a new record for the HCBenVerConnect custom setting
- C. Configure the link to the clearinghouses endpoint using a Uniform Resource Identifier (URI) path.
- D. Create a named credential to support authenticated callouts.

Correct Answer: BD

B is correct because creating a new record for the HCBenVerConnect custom setting is required to access the Benefit Verification component in Health Cloud. The HCBenVerConnect custom setting stores the configuration details for the connection to the external benefit service that provides the patient's insurance coverage information.

D is correct because creating a named credential to support authenticated callouts is required to access the Benefit Verification component in Health Cloud. A named credential specifies the URL of the external benefit service and the

authentication protocol and credentials to use for callouts to that service. References: : Set Up Data for Benefit Verification : [Named Credentials]

### QUESTION 2

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.

Correct Answer: ABE

Explanation: According to the[Intelligent Sales for Medical Devices Implementation Guide], to set up a warehouse that serves as a product fulfillment location to salesforce representatives in a specific region, irrespective of the account, a salesforce administrator should complete the following steps:

Create Inventory Location and add Visitor Address as Location Address. This step creates a record for the warehouse location and associates it with a visitor address.

Create Record in Product Fulfillment Location. This step defines the product fulfillment location for the inventory location



and assigns it to a specific region. Create a product item entry inventory, a single entry for each product that will be replenished from industry. This step adds the products that will be available in the warehouse location and specifies their quantity and expiration date. Setting up Product Transfer and Product Request are not required steps for setting up a warehouse location. Selecting inventory location while creating visit is not a step for setting up a warehouse location, but for creating a visit record.

### QUESTION 3

Which three of the following features are included with a Health Cloud License? (Choose Three)

- A. EHR Mulesoft Templates
- B. Surveys
- C. Intelligent Document Automation
- D. Care Coordination(Patient Services)
- E. Intelligent Form Reader with Amazon Textract

Correct Answer: BCD

Explanation: According to the Health Cloud Data Model Developer Guide, Surveys, Intelligent Document Automation, and Care Coordination (Patient Services) are three features that are included with a Health Cloud License. Surveys allow you to create and send surveys to patients and providers to collect feedback and data. Intelligent Document Automation allows you to digitize your document management processes and extract data from documents using artificial intelligence. Care Coordination (Patient Services) allows you to manage patient care across multiple care plans and teams. EHR Mulesoft Templates and Intelligent Form Reader with Amazon Textract are not features that are included with a Health Cloud License.

### 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 Two)

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

Correct Answer: BC

After deploying a care plan template from a sandbox to a final environment using Data Loader, the consultant should recommend the following two steps to enable users to successfully leverage the new template:



Confirm User access to Care plan objects: The consultant should ensure that the users have the appropriate permissions and sharing settings to access the care plan objects, such as Care Plan Template, Care Plan Template Problem, Care

Plan Template Goal, and Care Plan Template Task1. The users should also have access to the parent records of the care plan objects, such as Account or Contact2.

Activate the new care plan template: The consultant should activate the new care plan template by changing its status from Draft to Active3. This will make the template available for users to apply to their patients. The consultant does not

need to activate the problems, goals, and tasks associated with the template separately, as they are automatically activated when the template is activated3.

References:

1: Permissions Required for Care Plans - Salesforce 2: Give Caseworkers Access to Goal Assignments and Benefit Assignments Related to Care Plans - Salesforce 3: Create a Care Plan Template - Salesforce

## QUESTION 5

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 Two)

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

Correct Answer: BC

Explanation: The users need both the Health Cloud permission set license and the Health Cloud Standard permission set license to access Health Cloud features. The Health Cloud Foundation permission set license is for users who only need access to the Health Cloud data model, and the Health Cloud Platform permission set license is for users who need access to the Health Cloud Lightning components3.

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