



Free Salesforce AP-211 Practice Questions

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Question 1

Question Type: MultipleChoice

A healthcare organization is launching a new gene therapy program, and an administrator needs to leverage Advanced Therapy Management.

In which two ways does Advanced Therapy Management assist the healthcare organization with its complex scheduling requirements?

Choose 2 answers

Options:

- A- Schedule a telehealth appointment.
- B- Book multi-step appointments.
- C- Reschedule part of the appointment chain.
- D- Optimize appointment chain with Einstein.

Answer:

B, C

Explanation:

Step 1: Requirement Analysis

Admin needs to leverage Advanced Therapy Management for complex gene therapy scheduling.

Step 2: Key Capabilities of Advanced Therapy Management

Book multi-step appointments: Supports sequencing and booking complex, interdependent appointments and procedures (e.g., cell collection, manufacturing, infusion).

Reschedule part of the appointment chain: Enables rescheduling one step in a multi-step process without rebooking the entire chain.

Extract:

"Advanced Therapy Management allows for the orchestration of complex, multi-step appointment chains and the flexibility to reschedule individual steps in the chain."

Administer Health Cloud -- Advanced Therapy Management

Other options:

A: Telehealth scheduling is not a specific feature of Advanced Therapy Management.

D: Einstein is not natively used for chain optimization in Advanced Therapy Management as per current documentation.

Verified Answers:

B . Book multi-step appointments.

C . Reschedule part of the appointment chain.

Question 2

Question Type: MultipleChoice

Bloomington Caregivers would like to display patient information from both Salesforce standard objects and data from an external system.

Which three Health Cloud features should a consultant recommend the company use to display this on the patient record page?

Choose 3 answers

Options:

- A- FlexCards
- B- Salesforce Flows
- C- Integration Procedures
- D- DataRaptors
- E- Visualforce Pages

Answer:

A, C, D

Explanation:

Step-by-Step Explanation:

Health Cloud Best Practice for Displaying Internal and External Data:

FlexCards (part of OmniStudio) can display data from multiple sources in a unified view on a patient record.

Integration Procedures connect to external systems and bring in data (e.g., from EHRs or other sources).

DataRaptors extract and transform Salesforce data for display and use in FlexCards.

Salesforce Documentation Reference:

"FlexCards can display internal Salesforce data and call Integration Procedures or DataRaptors to bring in external or standard object data."

--- OmniStudio Standard Guide

"Integration Procedures are used to retrieve and update data from external systems and can be invoked directly from FlexCards or OmniScripts."

--- OmniStudio Integration Procedures

"DataRaptors map Salesforce data to and from FlexCards and Integration Procedures, enabling seamless display of patient information."

--- OmniStudio DataRaptors

Other Options:

Salesforce Flows: Good for automation but not for real-time display of combined external and internal data on record pages.

Visualforce Pages: Legacy solution, not recommended for modern Health Cloud patient page display, and does not natively integrate with OmniStudio tools.

OmniStudio Standard Guide

OmniStudio Integration Procedures

OmniStudio DataRaptors

Question 3

Question Type: MultipleChoice

Which Health Cloud feature helps ensure compliance with Health Insurance Portability and Accountability Act (HIPAA) regulations?

Options:

- A- Data visualization and analytics
- B- Real-time monitoring and alerts
- C- User authentication and access control
- D- Social media integration

Answer:

C

Explanation:

The requirement is to identify the Health Cloud feature that helps ensure compliance with the Health Insurance Portability and Accountability Act (HIPAA), which governs the protection of Protected Health Information (PHI). HIPAA compliance requires robust security measures, including access controls and data protection. Let's evaluate the options.

Option A: Data visualization and analytics

Step-by-Step Explanation:

User Authentication: Health Cloud requires users to authenticate via secure methods (e.g., username/password, MFA) to access the system.

Access Control: Administrators configure roles, profiles, and permission sets to restrict access to PHI based on the principle of least privilege.

Auditing: Health Cloud supports audit trails to track access and changes to PHI, ensuring traceability.

Compliance: These features align with HIPAA's requirements for administrative safeguards (e.g., access management) and technical safeguards (e.g., authentication).

Option B: Real-time monitoring and alerts

Option C: User authentication and access control

Salesforce Security Guide, "HIPAA Compliance," states, "Salesforce Health Cloud supports HIPAA compliance through user authentication, access controls, and audit capabilities to protect PHI."

Salesforce Health Cloud Admin Guide, "Security and Compliance," notes, "User authentication and access control ensure that only authorized personnel access sensitive patient data, aligning with HIPAA requirements."

Option D: Social media integration

Why Option C is Correct:

HIPAA mandates strict controls on who can access PHI, and user authentication and access control in Health Cloud directly address this by ensuring secure, role-based access to sensitive data. These features are foundational to Salesforce's HIPAA compliance strategy, as outlined in the Security Guide.

Additional Considerations:

Shield Platform Encryption: While not listed as an option, Health Cloud can use Shield Platform Encryption to further protect PHI, complementing access controls.

Audit Trails: The Salesforce Security Guide highlights audit trails as part of HIPAA compliance, which work alongside authentication and access controls.

Reference Summary:

Salesforce Security Guide: HIPAA compliance and user authentication/access control.

Salesforce Health Cloud Admin Guide: Security and compliance features.

Salesforce Architect Resources: Security best practices for HIPAA.



Question 4

Question Type: MultipleChoice

How should a consultant recommend modeling a physician's locations of service, when the physician practices at multiple hospitals and clinics?

Options:

- A- Account Contact Relationship
- B- Healthcare Taxonomy
- C- Healthcare Practitioner Facility
- D- Healthcare Provider Relationship

Answer:

C



Question 5

Question Type: MultipleChoice

A new user story requires an OmniScript to update an existing field on a custom SObject.

Which two components should a consultant use to satisfy the requirement?

Choose 2 answers

Options:

- A- Integration Procedures
- B- SOQL Query
- C- API Actions
- D- DataRaptors

Answer:

A, D

Question 6

Question Type: MultipleChoice

An administrator for Health Cloud wants to ensure that the files in their full sandbox instance are encrypted.

Which encryption solution supports the encryption of files in this scenario?

Options:

- A- Classic Encryption
- B- Salesforce Shield
- C- salesforce Data Mask
- D- Industry Data Security

Answer:

B

Explanation:

Step-by-Step Explanation:

Requirement:

Encrypt files in a full sandbox instance.

Salesforce Shield Platform Encryption:

Provides encryption of files and attachments at rest across Salesforce environments (including sandboxes).

"Use Shield Platform Encryption to encrypt files and attachments stored in Salesforce, including

those in sandbox environments."

--- Salesforce Shield Platform Encryption Guide

Other Options:

Classic Encryption: Only encrypts a limited set of standard fields, not files or attachments.

Salesforce Data Mask: Masks data for sandbox use, but does not encrypt files for runtime.

Industry Data Security: Not a Salesforce product for file encryption.

Shield Platform Encryption Guide



Question 7

Question Type: MultipleChoice

Bloomington Caregivers has decided to expand its Health Cloud implementation to include a Crisis Support Center.

Which two steps should an administrator take as part of the implementation?

Choose 2 answers

Options:

- A- Review and modify the Crisis Center Intake flow in Flow Builder to meet requirements.
- B- Assign users the Health Cloud Crisis Support Center Management permission set license.
- C- Enable Crisis Support Center Management App in Setup.
- D- Install the Crisis Support Center unmanaged package.

Answer:

A, C

Question 8

Question Type: MultipleChoice

What are three requirements for implementing patients or members in Health Cloud?

Choose 3 answers

Options:

- A- Ensure the Person Account object Is used.
- B- Ensure the Parent Contact object is blank.
- C- Ensure 1-to-1 Account to Contact relationship.
- D- Ensure the Account is the Parent to Household Accounts.
- E- Ensure the Parent Account field is blank.

Answer:

A, C, D



Question 9

Question Type: MultipleChoice

While a consultant is implementing Integrated Care Management for a customer, the customer requests that a change is made to the Care Plan creation wizard.

Which underlying component should the consultant customize to achieve this?

Options:

- A- Flow
- B- Field Sets
- C- OmniScript
- D- FlexCard

Answer:

A



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