



Free Questions for Health-Cloud-Accredited-Professional by
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Question 1

Question Type: MultipleChoice

A provider's office wants to verify a patient's insurance plan information and coverage when they call into the call center to book an appointment.

Which capability should a consultant leverage to address this requirement?

Options:

- A- Utilization Management
- B- Intelligent Appointment Management
- C- identity Verification
- D- Benefits Eligibility and Verification

Answer:

D

Explanation:

Benefits Eligibility and Verification is a Health Cloud capability that allows users to verify a patient's insurance plan information and coverage in real time, directly on the patient record¹. Users can connect with verification partners easily by integrating with third-party benefits and eligibility services¹. Users can also check benefits for medical services, pharmacy, and medical equipment to ensure patients have the required coverage before their visit¹.

This capability can help a provider's office to verify a patient's insurance plan information and coverage when they call into the call center to book an appointment. The call center agent can access the patient's account record, click the tab that contains the Benefits Verification component, and see a list of the available health insurance plans for the patient². The agent can then verify the plan benefits, such as eligibility, coverages, and copayments, by clicking Verify Benefits². The page then updates with real-time details of the patient's benefits for the selected plan².

¹: [Get Started with Benefits Verification Unit | Salesforce Trailhead](#)²: [Work with Benefits Verification Unit | Salesforce Trailhead](#)

Question 2

Question Type: MultipleChoice

A company based in the United States requires a way to track medications that patients take in a standardized format and detect potential drug-to-drug interactions.

Which two Health Cloud solutions should a consultant recommend?

Options:

- A- Medication Audit
- B- Medication Review
- C- Medication Reconciliation
- D- Medication Administration

Answer:

B, C

Explanation:

Medication Review and Medication Reconciliation are two Health Cloud solutions that can help a company based in the United States to track medications that patients take in a standardized format and detect potential drug-to-drug interactions.

Medication Review is a Health Cloud feature that allows users to capture standardized information related to medication, such as drug name, dosage, frequency, route, and indication¹. Users can also add notes and recommendations for each medication, and view the medication history of a patient¹. Medication Review supports the RxNorm standard, which is a normalized naming system for generic and branded drugs in the US².

Medication Reconciliation is a Health Cloud feature that allows users to efficiently manage and reconcile a patient's medications list using the Patient Medication Manager lightning component³. Users can easily review the patient's medication information, identify errors and adverse drug interactions, and add recommendations and notes, all from one place³. Medication Reconciliation also supports the

RxNorm standard, and uses the National Library of Medicine API to check for drug-to-drug interactions⁴.

1:Medication Management and Medication Review - Salesforce

Question 3

Question Type: MultipleChoice

An administrator at Bloomington Caregivers has received a change request to alter the appearance of the timeline so that it displays vertically instead of horizontally.

Which step should the administrator take when implementing this change request?

Options:

- A-** Find the Timeline Orientation setting in Custom Metadata, which controls the orientation of all timelines, and change the value to vertical.
- B-** Find the Timeline View Configuration for each relevant timeline in the Health Cloud - Lightning Admin app and change the Orientation to vertical.
- C-** Enable Timeline in Salesforce Setup. then configure and activate new timeline and add to the relevant Lightning record.

D- Enable Timeline in Salesforce Setup, then set the toggle for vertical orientation to true to set all timeline orientations as vertical.

Answer:

B

Explanation:

According to the Salesforce documentation¹, the Timeline View Configuration is a custom metadata type that defines the appearance and behavior of a timeline in Health Cloud. Each timeline has its own Timeline View Configuration record, which can be accessed and edited from the Health Cloud - Lightning Admin app². One of the settings that can be changed in the Timeline View Configuration is the Orientation, which controls whether the timeline is displayed horizontally or vertically¹. Therefore, to alter the appearance of the timeline so that it displays vertically instead of horizontally, the administrator should find the Timeline View Configuration for each relevant timeline in the Health Cloud - Lightning Admin app and change the Orientation to vertical.

Question 4

Question Type: MultipleChoice

A MedTech customer is looking to track surgical case visits for reps to sell their product leveraging Intelligent Sales.

Which object should a consultant configure to track this visit type?

Options:

A- Action Plan

B- Visit

C- Work Type

D- Location

Answer:

B

Explanation:

A visit is an object that represents a field rep's trip to a retail store or a customer location to perform certain tasks, such as selling products, conducting surveys, or taking orders¹. A visit can be created from a work type, which is a template that defines the key parameters and skill requirements for the visit². A visit can also be associated with a location, which is an object that stores the address and geolocation of a place where a visit can occur³.

A consultant should configure the visit object to track the surgical case visits for reps to sell their product leveraging Intelligent Sales. This way, the reps can use the Intelligent Sales app to create and manage their visits, view their assigned tasks, scan products, and capture signatures⁴. The consultant can also use work types to standardize the duration, preparation, and wrap-up time for each visit type, and use locations to specify the service territories where the visits can take place.

Question 5

Question Type: MultipleChoice

Bloomington Caregivers needs to use the objects for the Clinical data model as part of its new Health Cloud implementation, Which preference should Bloomington Caregivers' administrator ensure is enabled?

Options:

- A- FHIR-Aligned Data Model org preference
- B- Clinical R4 Model org preference
- C- Clinical Data Model org preference
- D- FHIR-Aligned EHR Data Model org preference

Answer:

A

Explanation:

The FHIR-Aligned Data Model org preference is the preference that Bloomington Caregivers' administrator should ensure is enabled to use the objects for the Clinical data model as part of its new Health Cloud implementation. This preference enables the Clinical data model, which is a FHIR R4-aligned data model that captures information from an Electronic Health Record (EHR) system via integration middleware¹. The Clinical data model is built on Salesforce core, with no reference to package entities, and supports only the attributes that Health Cloud users need, not all attributes in every FHIR R4 resource². The Clinical data model is the successor to the original EHR Data Model, which was built on the managed package and followed the FHIR R1 standard².

¹:[Clinical Data Model | Salesforce Health Cloud Developer Guide | Salesforce Developers](#)²:[Explore the Clinical Data Model Unit | Salesforce Trailhead](#)

Question 6

Question Type: MultipleChoice

Users need to analyze their patient or member referrals through a prebuilt dashboard that includes reports on important aspects of their referral management.

What should a consultant do in this case?

Options:

- A-** Install the add-on package that delivers Health Cloud Reports for Utilization Management and Health Cloud (or Patient Referral Management).
- B-** Upload a Provider Referral Dashboard Template and enable the action bar so that users can generate a Patient referral Management report.
- C-** Install the unmanaged extension package that delivers Health Cloud Reports for Patient Referral Management.
- D-** Add extra picklist values to Account record type and add fields on the page layout for patient referral data for CRM Analytics to generate a Patient Referral Management report.

Answer:

C

Explanation:

According to the [Salesforce documentation](#)¹, the Health Cloud Reports for Patient Referral Management is an unmanaged extension package that provides a prebuilt dashboard with reports on important aspects of referral management, such as referral status, referral source, referral age, and referral efficiency. The package also includes custom fields, custom objects, and custom report types to support the dashboard. To use this package, a consultant should install it in their org and assign the appropriate permissions to the users who need to access the dashboard. The package is compatible with Health Cloud and CRM Analytics.

[1:Provide Referral Management Reports | Health Cloud Administration | Salesforce Developers](#)

Question 7

Question Type: MultipleChoice

Which two data exchange standards support clinical data in Health Cloud?

Options:

- A- HL7v2
- B- DICOM 3.0
- C- FHIR R4
- D- SDTMv3.2

Answer:

A, C

Explanation:

HL7v2 and FHIR R4 are two data exchange standards that support clinical data in Health Cloud. HL7v2 is a widely used standard for exchanging healthcare information electronically, such as patient demographics, orders, results, and billing¹. FHIR R4 is the latest version of the Fast Healthcare Interoperability Resources standard, which defines a set of resources for representing and sharing healthcare data in a granular and interoperable way². Health Cloud supports both HL7v2 and FHIR R4 data exchange through its Clinical Data Model, which maps various FHIR resources to Salesforce standard objects³.

1: [Review the Data Exchange Standards Unit | Salesforce Trailhead](#) 2: [FHIR R4 Support for Better Interoperability - Salesforce](#) 3: [Mapping FHIR v4.0 to Salesforce Standard Objects | Salesforce Health ...](#)

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