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Question: 1

While running user acceptance testing (UAT) for a customer, an end user is unable to view certain data on the Enhanced Timeline for Contact Center.

What should be the first step in troubleshooting this issue?

- A. Ensure the user has the right object permissions.
- B. Check the Enhanced Patient permission set assignment.
- C. Check the Health Cloud Data permission set assignment.
- D. Ensure the component has been activated.

Answer: A

Explanation:

Question: 2

A provider wants to set up a Contact Center leveraging Health Cloud to enable its patients to set up appointments, get answers to their billing questions, and update their plan information.

Which group of people should a consultant work with to identify pain points and define project requirements?

- A. (Persona) Contact Center agent
(Stakeholder) Salesforce administrator
(Stakeholder) Integration architect
- B. (Persona) General physician
(Stakeholder) Salesforce administrator
(Stakeholder) Marketing Cloud administrator

C. (Persona) Care coordinator

(Stakeholder) Sales administrator

(Stakeholder) Tableau developer

D. (Persona) Contact Center agent

(Stakeholder) Tableau developer

(Stakeholder) MuleSoft developer

Answer: A

Explanation:

Step-by-Step

Understanding the Scenario:

The provider aims to build a Contact Center using Health Cloud for patients to:

Set up appointments

Get billing answers

Update plan information

Salesforce's Best Practices for Requirements Gathering:

Salesforce Health Cloud documentation emphasizes collaborating with end users and technical stakeholders to uncover pain points and define requirements.

Extract from Health Cloud Admin Guide:

“Successful Health Cloud projects start with workshops that bring together key personas, such as contact center agents and care coordinators, with technical stakeholders including Salesforce admins and integration architects. These sessions surface pain points, business needs, and integration requirements.”

— Reference: Administer Health Cloud – Implementation Best Practices

Who Should Be Involved?

Contact Center agent (Persona):

Directly understands patient needs and pain points during calls and chats.

Can highlight workflow, usability, and feature needs.

Salesforce administrator (Stakeholder):

Understands platform capabilities, permissions, and how features will be implemented or configured.

Integration architect (Stakeholder):

Critical for connecting Health Cloud to other systems (e.g., EHR, billing, insurance).

Ensures technical feasibility for integrations (e.g., real-time eligibility checks, appointment scheduling with external systems).

Why Other Answers Are Not Correct:

B: General physician and Marketing Cloud admin are not core to Contact Center workflows or technical design for scheduling/billing.

C: Sales administrator and Tableau developer focus on sales or analytics, not operational or integration workflows for Contact Centers.

D: Tableau developer and MuleSoft developer are more technical roles but not typically involved in initial workflow and requirements gathering at the Contact Center user level.

Official Document Extract:

From Salesforce Implementation Guides:

“It is essential to involve actual end users (such as agents) and platform administrators in requirements workshops, and to include an integration architect for designing connected experiences.”

— Reference: Administer Health Cloud – Implementation Best Practices

Reference:

Administer Health Cloud – Implementation Best Practices

Question: 3

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 set of objects should a consultant implement to meet these requirements?

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

Answer: C

Explanation:

Question: 4

While working with a received document using Intelligent Document Automation, which three capabilities should a consultant leverage with Health Cloud out-of-the-box?

Choose 3 answers

- A. Document Rotation
- B. Barcode Scanning
- C. Record Type Association
- D. Automated Document Checklist Item Creation
- E. eFax Connection

Answer: A, C, D

Explanation:

Step-by-Step

Health Cloud Intelligent Document Automation (IDA) Capabilities:

IDA automates processing of incoming documents (like insurance cards or clinical records).

Out-of-the-box features allow:

Document Rotation: For correcting the orientation of scanned/received documents.

Record Type Association: For matching documents to appropriate Salesforce record types (such as associating a document with a Patient or Encounter).

Automated Document Checklist Item Creation: Automatically creating checklist items for actions (e.g., missing forms or needed verifications).

Supported and Unsupported Features:

Barcode Scanning: Not an out-of-the-box feature of Health Cloud IDA (may require third-party solutions).

eFax Connection: While Health Cloud supports document management, direct eFax integration is not out-of-the-box.

Official Document Extracts:

From Salesforce Help:

“You can rotate, associate, and automate checklist items for documents received in Health Cloud using Intelligent Document Automation.”

— Administer Health Cloud – Document Automation

Reference:

Intelligent Document Automation Overview

Question: 5

Bloomington Caregivers is implementing Home Health scheduling with Health Cloud. It must ensure that those who need to schedule the visits have the right permission set license.

Which permission set license should a consultant assign in this scenario?

- A. Healthcare Visit Manager
- B. Manage Home Health
- C. Field Dispatch Scheduler
- D. Execute Health Scheduling

Answer: B

Explanation:

Question: 6

A consultant is preparing to install Health Cloud in a production org for the first time.

Which three tasks should the consultant ensure are completed prior to installing Health Cloud?

Choose 3 answers

- A. Enable Person Accounts.
- B. Enable Shield Event Monitoring.
- C. Enable Chatter.
- D. Enable Health Cloud Installation Monitor.
- E. Enable Contacts to Multiple Accounts,

Answer: A, C, E

Explanation:

Step-by-Step

Salesforce Health Cloud Prerequisites:

Enable Person Accounts:

Required for representing patients and healthcare contacts.

“Person Accounts must be enabled before installing Health Cloud.”

F. Reference: Health Cloud Installation Prerequisites

Enable Chatter:

Health Cloud uses Chatter for collaboration between care teams.

“Chatter must be enabled to use Health Cloud features like care coordination and notes.”

G. Reference: Health Cloud Installation Prerequisites

Enable Contacts to Multiple Accounts:

Necessary to relate patients to multiple organizations/providers.

“Enable Contacts to Multiple Accounts to relate contacts (patients) to more than one account (e.g., provider, payer).”

H. Reference: Health Cloud Installation Prerequisites

Other Options:

B . Enable Shield Event Monitoring: Not required for Health Cloud installation (but is a best practice for auditing and compliance in some orgs).

D . Enable Health Cloud Installation Monitor: Not a standard Salesforce setting or prerequisite.

Reference:

Health Cloud Installation Prerequisites

Question: 7

Bloomington Caregivers is implementing Health Cloud for managing the healthcare data of children under the age of 13.

Which three considerations should the company take into account to ensure compliance with the Children's Online Privacy Protection Act (COPPA)?

Choose 3 answers

- A. Disclosing the organization's privacy policy to parents and obtaining their consent
- B. Obtaining verified parental consent before collecting and storing any personal information of children
- C. Implementing appropriate security measures to safeguard children's personal information
- D. Ensuring information collected about children is protected with at rest and in-transit encryption
- E. Ensuring that Bloomington Caregivers' system implementation partner has met all COPPA regulations during the build phase

Answer: A, B, C

Explanation:

Step-by-Step

COPPA Requirements in Healthcare Applications:

Disclose privacy policy and obtain parental consent:

“Organizations must provide clear privacy notices to parents and obtain their consent before collecting any personal information from children under 13.”

— Reference: Salesforce Security Guide, COPPA Compliance

Obtain verified parental consent before collection/storage:

“Verified parental consent is a core requirement for COPPA, prior to collection and storage of children’s personal data.”

Implement security measures:

“Appropriate security controls and safeguards must be in place to protect children’s data as mandated by COPPA.”

Encryption:

While encryption is a best practice (option D), COPPA explicitly requires appropriate security but does not mandate encryption at rest and in transit as a specific requirement, though it is recommended.

Partner Compliance:

Option E refers to the implementation partner, but regulatory responsibility remains with the covered entity (Bloomington Caregivers), not the partner.

Reference:

Salesforce Security Implementation Guide – COPPA Compliance

Health Cloud Security and Compliance

Question: 8

When accessing a person account record within Health Cloud, the user must have access to the entire account.

What should a consultant do in this scenario, according to Health Cloud implementation best practice?

- A. Set Modify All on the Account object at the Profile level.
- B. Set Contacts to Controlled by Parent.
- C. Set Private for the Contact object.
- D. Set the organization-wide default to Public Read Write for the Account object.

Answer: B

Explanation:

Step-by-Step

Salesforce Health Cloud Best Practice for Person Accounts Access:

Person Accounts in Salesforce are a combination of an Account and a Contact.

To ensure that access to the person account (patient record) gives access to all data on the record, Salesforce recommends setting the Contact sharing setting to "Controlled by Parent".

This means the sharing and visibility of the Contact (patient details) will follow the sharing settings of the parent Account (the Person Account).

Salesforce Documentation Reference:

“For Person Account sharing and access, set the Contact object sharing setting to Controlled by Parent. This ensures that users with access to the Account (Person Account) also have access to the associated Contact data.”

— Reference: Health Cloud Implementation Guide, Sharing and Access

Why Not the Other Options?

- A . Set Modify All on the Account object at the Profile level: Too broad; not recommended due to least privilege principle.
- C . Set Private for the Contact object: Would prevent access to the Contact, even if user has access to the Account.
- D . Set the organization-wide default to Public Read Write for the Account object: Not best practice for healthcare, as it risks overexposing sensitive data.

Reference:

Health Cloud Implementation Guide – Sharing and Access

Question: 9

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

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

Answer: A, C, D

Explanation:

Step-by-Step

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.

Reference:

OmniStudio Standard Guide

OmniStudio Integration Procedures

OmniStudio DataRaptors

Question: 10

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?

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

Answer: B

Explanation:

Step-by-Step

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.

Reference:

Shield Platform Encryption Guide

Question: 11

An external provider wants to get a patient's allergy information from Bloomington Caregivers' Health Cloud system.

Which Health Cloud API should a consultant recommend?

- A. Clinical Summary Healthcare API
- B. Q Interoperability API
- C. AllergyMedication API
- D. Patient Healthcare API

Answer: B

Explanation:

Step-by-Step

Requirement:

External provider needs access to patient allergy information.

Interoperability API:

Salesforce Health Cloud provides FHIR-based Interoperability APIs that expose clinical data, including AllergyIntolerance resources.

“Use the Health Cloud Interoperability API (FHIR R4) to retrieve AllergyIntolerance resources and other clinical data for a patient.”

— Health Cloud Interoperability API Guide

Other Options:

Clinical Summary Healthcare API: Provides a summary but not structured, granular allergy data.

AllergyMedication API: Not a standard Salesforce API.

Patient Healthcare API: Broader resource, but allergies specifically are available through the Interoperability API.

Reference:

Health Cloud Interoperability API Guide

Question: 12

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

Choose 3 answers

- 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

Explanation:

Question: 13

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?

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

Answer: D

Explanation:

Question: 14

A MedTech company needs to manage its run rate business to ensure contract compliance for its customers.

Which two features of Health Cloud should a consultant recommend the company use?

Choose 2 answers

- A. Remote Device Monitoring
- B. Sales Agreements
- C. MedTech Accelerator
- D. Advanced Account Forecasting

Answer: A, B

Explanation:

Question: 15

A pharma company wants the ability to:

Upload a patient's insurance card, including automatic Member Plan record creation

Run a benefits verification check

Schedule on behalf of the patient with a provider

Cloud Accredited Professional

Which set of Health Cloud capabilities should enable the company to build this business process?

A. Utilization Management, Care Management, Intelligent Document Automation, Intelligent Appointment Management

B. virtual Care, Intelligent Appointment Management, Intelligent Document Automation, Intelligent Document Reader

C. Intelligent Appointment Management, Benefits Verification, Intelligent Document Automation, eFax Integration

D. Intelligent Document Automation, Intelligent Appointment Management, Intelligent Document

Reader, Benefits Verification

Answer: D

Explanation:

Step-by-Step

Business Process Capabilities:

Intelligent Document Automation: Upload and process patient insurance cards.

Intelligent Document Reader: OCR and extract information to automatically create Member Plan records.

Benefits Verification: Check and verify patient insurance benefits.

Intelligent Appointment Management: Schedule on behalf of the patient with providers.

Salesforce Documentation Reference:

“Use Intelligent Document Automation and Intelligent Document Reader to upload and extract insurance card details, with automated Member Plan creation. Use Benefits Verification and Intelligent Appointment Management to enable scheduling and eligibility checks.”

- Health Cloud: Intelligent Document Automation
- Health Cloud: Benefits Verification
- Health Cloud: Intelligent Appointment Management

Why not the other options?

Only D includes all needed automation for insurance card processing, Member Plan record creation, benefits verification, and scheduling.

Reference:

Intelligent Document Automation

Intelligent Document Reader

Benefits Verification

Intelligent Appointment Management

Question: 16

A health plan provider would like to manage prior authorizations with predefined approval criteria.

Which three features in Health Cloud should a consultant recommend in this case?

Choose 3 answers

- A. claims data model
- B. Intelligent Appointment Management
- C. Business Rules Engine
- D. Utilization Management data model
- E. Out-of-the-box Process libraries

Answer: C, D, E

Explanation:

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference

Business Rules Engine (BRE):

Enables you to define, automate, and manage approval criteria for prior authorizations.

Extract:

“Use Business Rules Engine to automate decisions and apply approval criteria for utilization management and prior authorizations.”

— OmniStudio: Business Rules Engine

Utilization Management Data Model:

Provides standard Health Cloud objects to manage prior authorizations, including requests, approvals, and denials.

Extract:

“Health Cloud Utilization Management provides a complete data model for tracking prior authorization requests and decisions.”

— Health Cloud: Utilization Management Data Model

Out-of-the-box Process Libraries:

Prebuilt processes for common healthcare workflows, including prior authorizations.

Extract:

“Out-of-the-box process libraries provide reusable flows for utilization management, including authorizations, appeals, and notifications.”

— Administer Health Cloud: Process Libraries

Incorrect Options:

A . Claims data model: Related to claims, not prior authorizations.

B . Intelligent Appointment Management: Focused on scheduling, not utilization management or prior authorization.

Reference:

OmniStudio: Business Rules Engine

Health Cloud: Utilization Management Data Model

Administer Health Cloud: Process Libraries

Question: 17

A pharma company wants to leverage Provider Search to help patients find nearby infusion clinics.

Which Health Cloud tool should a consultant leverage to drive performance and scalability?

- A. Pipeline Analytics
- B. Data Processing Engine
- C. Business Rules Engine
- D. Flow for Industries

Answer: B

Explanation:

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference

Provider Search and Performance:

The Data Processing Engine (DPE) in Health Cloud enables fast, scalable searches across large provider directories. It is specifically designed for performance and scalability in Provider Search scenarios.

Extract:

“Health Cloud leverages the Data Processing Engine to deliver scalable, high-performance Provider Search for finding care locations and providers based on patient preferences and proximity.”

— Health Cloud: Provider Search

Other Options:

Pipeline Analytics: Used for data insights, not real-time search.

Business Rules Engine: Handles rules/logic, not high-volume search.

Flow for Industries: Automates processes, but DPE is the correct scalable search tool.

Reference:

Health Cloud: Provider Search

Question: 18

Bloomington Caregivers is looking to streamline the user experience for its call center agents. On the patient's record, the company wants the ability to:

Inform agents about changes in information

View basic details about a patient's insurance

Have a complete view of all engagement interactions in one place

Which three components from Contact Center for Health Cloud should a consultant use to achieve this?

- A. Identity Verification
- B. Record Alerts
- C. Timeline
- D. Action Launcher
- E. Member Plan FlexCard

Answer: B, C, E

Explanation:

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference

Record Alerts:

Notify agents of important or recent changes in patient information.

Extract:

“Use Record Alerts to keep agents informed of changes and critical updates on the patient’s record.”

— Contact Center for Health Cloud Overview

Timeline:

Provides a single, unified view of all engagement interactions, encounters, and activities with a patient.

Extract:

“Timeline shows a consolidated history of patient interactions and engagement, giving agents a complete view in one place.”

— Health Cloud: Enhanced Timeline

Member Plan FlexCard:

Displays key patient insurance information directly on the record page.

Extract:

“The Member Plan FlexCard displays essential details about the patient’s insurance coverage for agents.”

— OmniStudio: FlexCards

Other Options:

A . Identity Verification: Used for verifying caller identity, not information display.

D . Action Launcher: Launches actions/processes, not for displaying info or alerts.

Reference:

Contact Center for Health Cloud Overview

Health Cloud: Enhanced Timeline

OmniStudio: FlexCards

Question: 19

Bloomington Caregivers would like to bulk upload information to support Provider Search and Provider Relationship Card.

What are the two best practice recommendations to upload this information?

Choose 2 answers

- A. Use Data Loader.
- B. Use Composite API Request.
- C. Use Provider Relationship API.
- D. Use Provider Card APIL.

Answer: A, B

Explanation:

Question: 20

A provider wants its care coordinators to track a series of problems, goals, and interventions (PGIs) related to a patient's care in a repeatable, efficient way.

Which approach should a consultant recommend?

- A. Coach the care coordinators to quickly create tasks using a checklist.
- B. Define a PGI Library and care plan templates using the library.
- C. Configure an action plan template with tasks for each PGI.
- D. Create care program templates and assign them to patients.

Answer: C

Explanation:

Question: 21

Bloomington Caregivers has reviewed the functionality of Integrated Care Management and decided to upgrade from the

legacy Care Plans.

Which two statements are true with respect to Integrated Care Management?

Choose 2 answers

- A. Existing Care Plan Template records built in the legacy process can be used in the Integrated Care Management process; no data migration is required.
- B. Integrated Care Management is only made available by enabling the Enhanced Care Management setting in Salesforce Setup.
- C. Integrated Care Management uses a standard object CarePlan; the Case object is no longer used.
- D. Integrated Care Management leverages OmniStudio and the Discovery Framework to provide recommendations for what to add to a care plan based on the assessment.

Answer: B, D

Explanation:

Question: 22

A payer needs to work with plan members and medical providers to influence decisions through a case-by-case review of the appropriateness of care.

When gathering requirements for this use case, which two Utilization Management processes should a consultant discuss with the client?

Choose 2 answers

- A. Designing Next Best Action and Recommendations for the care management team
- B. Considering the Request Review Types; Prior Authorization Review, Concurrent Review, and Retrospective Review
- C. Considering the number of intake agents who will be using Health Cloud
- D. Designing Care Requests to seek authorization from a health plan for drugs, services, and admissions

Answer: B, D

Explanation:

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference

Request Review Types:

Utilization Management processes center around reviewing requests for appropriateness of care, with the three main types being Prior Authorization Review, Concurrent Review, and Retrospective Review.

Extract:

“Utilization Management supports prior authorization, concurrent, and retrospective reviews to evaluate care appropriateness case by case.”

— Utilization Management in Health Cloud

Care Requests:

Care Requests are the mechanism for providers to seek authorization from payers for drugs, services, or admissions.

Extract:

“Design care request processes to support providers seeking health plan authorization for services, medications, or admissions.”

— Health Cloud Utilization Management Data Model

Why not the other options?

A: Next Best Action is more for care management recommendations, not utilization review.

C: Intake agent count is an operational consideration, not a UM process.

Reference:

Utilization Management Overview

Utilization Management Data Model

Question: 23

A clinic is looking to manage its associated physicians within Health Cloud.

Which two objects support Salesforce's recommended approach to model the doctors in the clinic's Health Cloud org?

Choose 2 answers

- A. Contact
- B. Person Account
- C. Healthcare Practitioner
- D. Healthcare Provider

Answer: C, D

Explanation:

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference

Healthcare Practitioner and Healthcare Provider Objects:

Salesforce recommends using the Healthcare Practitioner object for modeling individual doctors and the Healthcare Provider object for organizations/facilities.

Extract:

“Model physicians using the Healthcare Practitioner object and relate them to organizations or facilities using the Healthcare Provider object.”

E. Provider Network Management Data Model

Other Options:

A . Contact and B. Person Account are not the recommended approach for modeling licensed clinical professionals in the Health Cloud provider data model.

Reference:

Provider Network Management Data Model

Question: 24

When implementing Provider Search functionality, which two changes allow an external user to access search results?

Choose 2 answers

- A. Use Experience Builder to add the Provider Search component to a page on the site.
- B. Create a sharing rule on the Care Provider Searchable Field object to share with external users.
- C. Give the site user profile Read access to the Care Provider Searchable Field object.
- D. Give the site user profile Read access to the Data Pipeline object.

Answer: A, C

Explanation:

Comprehensive Detailed Step by Step Explanation with exact Extracts from Salesforce Health Cloud documents that you have with Reference

Experience Builder and Component Access:

Add the Provider Search component to the Experience Cloud site page for external user access.

Extract:

“Use Experience Builder to add Provider Search components to your site to enable external users to search for providers.”

— Provider Search in Experience Cloud

Read Access:

Granting Read access to the Care Provider Searchable Field object is required for site users to access search results.

Extract:

“Grant the site user profile Read access to the Care Provider Searchable Field object to allow them to view provider search results.”

— Provider Search Security

Other Options:

8: Sharing rules not typically required; object-level access is key.

D: Data Pipeline object access is not relevant for provider search results.

Reference:

Provider Search in Experience Cloud

Question: 25

Bloomington Caregivers needs to migrate Health Condition records from its previous org with International Classification of Diseases (ICD) information.

Which two objects should an administrator load with data prior to migrating this information, to ensure a successful data load?

Choose 2 answers

- A. code set
- B. Account
- C. Clinical Encounter
- D. Healthcare Diagnosis

Answer: A, B

Explanation:

Question: 26

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

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

- A. Location

- B. Action Plan
- C. Work Type
- D. Visit

Answer: C

Explanation:

Question: 27

Bloomington Caregivers is implementing Health Cloud to reduce manual processes for its Contact Center agents. To help streamline caller authentication, the company plans to leverage out-of-the-box Health Cloud features.

Which Health Cloud feature should a consultant recommend the company use in this scenario?

- A. Reusable Verification FlexCards
- B. Identity Verification Flow Templates
- C. Customer Identity OmniScript Templates
- D. Verify Customer Identity Process Flow

Answer: B

Explanation:

Out-of-the-box caller authentication in Health Cloud is primarily supported through Identity Verification Flow Templates. These flow templates are designed to help organizations comply with HIPAA and other regulatory requirements by standardizing the caller verification process for contact center agents.

Step-by-Step Reference:

Health Cloud provides Identity Verification Flow Templates that streamline the authentication of callers, reducing manual processes and ensuring regulatory compliance.

Extract:

“Use the Health Cloud Identity Verification Flow Templates to verify a caller’s identity based on information you select, such as date of birth, phone number, or other criteria.”

(Source: Administer Health Cloud)

These templates can be deployed as standard flows and easily customized for the organization's authentication requirements.

Extract:

“Leverage out-of-the-box Identity Verification Flow Templates to quickly set up and deploy identity verification processes in your contact center.”

(Source: Administer Health Cloud - Identity Verification)

This approach is preferred over FlexCards, OmniScripts, or ad-hoc processes, as it provides a compliant and guided experience.

Question: 28

Bloomington Caregivers currently has the organization-wide default controlling patient access set to Private. A new respiratory therapist is being added to support a patient at Bloomington Caregivers, and the therapist needs access to the patient's data

a.

How should an administrator grant access to the respiratory therapist using out-of-the-box Health Cloud features?

- A. Add the respiratory therapist to the patient's Account Team and default access will be automatically granted.
- B. Add the respiratory therapist to the patient's Care Team and grant Read or Read/Write access as needed.
- C. Add the respiratory therapist to the patient's Care Team and default access will be automatically granted.
- D. Add the respiratory therapist to the patient's Account Team and grant Read or Read/Write access as needed.

Answer: B

Explanation:

When organization-wide default access to patient data is set to Private, Care Team functionality in Health Cloud is the standard, out-of-the-box method to manage individual access to patient records.

Step-by-Step Reference:

Health Cloud uses Care Teams to manage access to patient records.

Extract:

“Add care team members (users, contacts, or person accounts) to the patient’s care team and assign appropriate access (Read or Read/Write) to patient records.”

(Source: Administer Health Cloud - Manage Care Teams)

Administrators can specify the access level (Read or Read/Write) for each care team member, allowing for precise control as per role requirements.

Extract:

“Assign record access levels for care team members when adding them to a patient’s care team. This is especially important when the OWD is set to Private.”

(Source: Administer Health Cloud - Care Team Access)

This ensures compliance and proper segmentation of data, as required by healthcare regulations.

Question: 29

Bloomington Caregivers wants to show its end users highlighted information about its providers that work at specific facilities, in one place. This would include provider contact details and the provider’s specialty at a given facility.

Which Health Cloud feature should a consultant implement to fulfill this requirement?

- A. HCProvider360 FlexCard
- B. Facility Relationship Center
- C. Provider Network Management
- D. Provider Relationship Card

Answer: D

Explanation:

Question: 30

Care managers at Bloomington Caregivers call patients after they are discharged from a hospital to ask a series of questions, which the care manager enters into Health Cloud. The patient is then automatically assigned a personalized care plan based on the answers they provided.

Which two capabilities should a consultant leverage together to fulfill this requirement?

Choose 2 answers

- A. Care Programs
- B. Salesforce Surveys
- C. Integrated Care Management
- D. Discovery Framework

Answer: B, D

Explanation:

The scenario involves collecting structured information (series of questions) from patients and automatically assigning a personalized care plan based on their answers.

Step-by-Step Reference:

Salesforce Surveys can be used to gather responses from patients post-discharge.

Extract:

“With Salesforce Surveys, care managers can send and record responses directly within Health Cloud, allowing structured data capture from patients.”

(Source: Administer Health Cloud - Surveys)

Discovery Framework processes responses and triggers automated care plan assignments based on responses.

Extract:

“The Discovery Framework in Health Cloud enables dynamic question flows and recommendations, such as assigning care plans based on patient answers.”

(Source: Administer Health Cloud - Discovery Framework)

Combining these, care managers can capture structured data (Surveys) and drive workflow automation and personalization (Discovery Framework).

Question: 31

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 2 answers

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

Answer: C, D

Explanation:

To access a patient's insurance coverage, co-pay, and deductible information in the Benefit Verification component of Health Cloud, you need to integrate with external systems (e.g., payers or clearinghouses). Health Cloud provides the Benefit Verification component, which relies on secure API integrations for real-time eligibility and benefits checks.

Step-by-Step Reference:

Configure the Connection Label with the source system's API details:

Extract:

“In Benefit Verification setup, specify the Connection Label and configure the external endpoint and API details to connect to the benefit verification source system.”

(Source: Administer Health Cloud – Benefit Verification Setup)

Create a named credential to support authenticated callouts:

Extract:

“Use Named Credentials to securely store authentication settings and endpoint information for callouts to external services (such as clearinghouses or payers) required for benefit verification.”

(Source: Salesforce Security Guide and Administer Health Cloud – Benefit Verification)

Why not A or B?

The HCBenVerConnect custom setting is not part of the standard configuration for the out-of-the-box Benefit Verification component.

Configuring a URI path alone (without API details and credentials) does not enable secure, authenticated communication.

Question: 32

A customer is implementing Intelligent Appointment Management in Health Cloud to eliminate swivel chair to other scheduling systems.

Which two connectivity options should a consultant leverage as the scheduling engine?

Choose 2 answers

- A. Business Rules Engine
- B. Electronic Health Record (EHR) System
- C. Salesforce Scheduler
- D. Scheduler for Industries

Answer: B, C

Explanation:

Question: 33

A payer needs to enable its agents to answer questions from members regarding their benefits coverage. The payer has already set up the required objects to be populated with the necessary information through an integration.

Which Health Cloud component should a consultant recommend for the Member record page?

- A. Coverage Confirmation
- B. Eligibility Validation
- C. Benefits Coverage
- D. Benefits Verification

Answer: D

Explanation:

Question: 34

A provider is looking to implement Utilization Management in Health Cloud and submit and track prior authorizations.

Which two capabilities should a consultant customize to achieve this?

Choose 2 answers

- A. Customize the Service Request object.
- B. Create a new UtilizationManagementSettings record in Custom Settings.
- C. Integrate using MuleSoft Direct for electronic Prior Authorizations (ePA).
- D. Create a new Support Process to match the customer's process steps.

Answer: A, C

Explanation:

Health Cloud supports Utilization Management (UM) through the Service Request object, which tracks prior authorization requests, and through integration with electronic prior authorization systems using MuleSoft.

Customize the Service Request object:

Extract:

“The Service Request object is at the core of the Utilization Management process in Health Cloud. You can customize fields, page layouts, and automation to match your business processes for prior authorization.”

(Source: Administer Health Cloud – Utilization Management)

Integrate using MuleSoft Direct for ePA:

Extract:

“Integrate Health Cloud Utilization Management with external systems using MuleSoft Direct, enabling electronic submission and tracking of prior authorizations.”

(Source: Administer Health Cloud – Utilization Management Integration)

Why not B or D?

There is no standard custom setting called UtilizationManagementSettings for this process.

Support Process is more for standard Salesforce Cases and not directly linked to Utilization Management flows in Health Cloud.

Question: 35

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?

Choose 2 answers

A. Medication Review

B. Medication Reconciliation

- C. Medication Audit
- D. Medication Administration

Answer: B, D

Explanation:

Question: 36

A payer is looking to track relevant information for its provider network.

Which three objects are supported with Health Cloud out-of-the-box to track information related to a provider?

Choose 3 answers

- A. Provider Education
- B. Board Certification
- C. Healthcare Practitioner Facility
- D. Practitioner Tier
- E. Healthcare Provider Specialty

Answer: A, D, E

Explanation:

Question: 37

During a design session, the client asks for best practices around when to use DataRaptors vs. Integration Procedures.

For which scenario should a consultant advise the client to use a single DataRaptor?

- A. The dataset required needs to read two SObjects with a clearly defined relationship.

- B. The action must perform a SendMail task and check for any errors.
- C. The task requires both a read and write of SObject data.
- D. The dataset requires connecting to an external data source, such as CSV or REST API.

Answer: A

Explanation:

DataRaptors are best for extracting, transforming, and loading Salesforce data, especially when handling data from related SObjects.

Single DataRaptor for related SObjects:

Extract:

“Use a DataRaptor Extract when you need to read Salesforce data, such as retrieving fields from multiple related SObjects in a single read.”

(Source: Omnistudio Standard Guide – DataRaptors)

Why not B, C, or D?

SendMail tasks, complex multi-step logic, or external data connections are handled by Integration

Procedures, not DataRaptors.

Question: 38

A provider has moved an existing office to a new location and wants to ensure that whenever a patient books an appointment on the existing portal, the patient receives an email with the new address.

How should a developer modify the existing Create Appointment Integration Procedure to solve the request?

- A. Remove the Try-Catch.
- B. Build If-Else logic.
- C. Update the Test Condition.
- D. Add a Conditional Block.

Answer: D

Explanation:

To ensure that the new office address is sent to patients via email after booking, you need logic in the Integration Procedure that checks the office location and triggers the correct email template.

Conditional Blocks in Integration Procedures allow developers to execute actions (like sending a specific email) only when certain conditions are met—such as the new office location.

Extract:

“Use a Conditional Block in an Integration Procedure to execute logic based on data values or conditions. For example, send a specific notification when a record matches certain criteria.”

(Source: Omnistudio Standard Guide – Integration Procedures)

Why not A, B, or C?

Removing Try-Catch, building If-Else logic, or only updating test conditions do not leverage the maintainable and declarative power of Conditional Blocks in Integration Procedures.

Question: 39

A healthcare provider with multiple clinics and specialties is struggling to manage its appointment scheduling process efficiently. Patients are experiencing long wait times on the phone and want to leverage self-service options.

Which three Health Cloud capabilities should a consultant recommend configuring to provide a solution to improve patient satisfaction?

Choose 3 answers

- A. Intelligent Form Reader
- B. Experience Cloud for Health Cloud
- C. Intelligent Appointment Management
- D. Assessments and Recommendations
- E. Provider Search

Answer: B, C, E

Explanation:

To improve appointment scheduling and provide patient self-service, these three Health Cloud features should be configured:

Experience Cloud for Health Cloud:

Allows creation of patient-facing portals for self-service appointment booking and information access.

Extract:

“Experience Cloud enables self-service portals for patients, supporting appointment scheduling and other interactions.”

(Source: Administer Health Cloud – Experience Cloud)

Intelligent Appointment Management:

Offers advanced scheduling features and automation to reduce wait times and manual booking.

Extract:

“Intelligent Appointment Management in Health Cloud supports both self-service and agent-assisted scheduling workflows.”

(Source: Administer Health Cloud – Intelligent Appointment Management)

Provider Search:

Lets patients find the right clinic or provider based on specialty, availability, and other criteria.

Extract:

“Provider Search empowers patients to search for providers and book appointments online through self-service portals.”

(Source: Administer Health Cloud – Provider Search)

Why not A or D?

Intelligent Form Reader is used for document capture, not for scheduling or self-service.

Assessments and Recommendations are used for care management, not scheduling.

Question: 40

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 3 answers

- A. Ensuring that sensitive data is encrypted both In transit and at rest
- B. Providing access to third-party auditors to regularly review Shield implementation settings
- 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. Configuring data retention policies to ensure that records are retained for the appropriate length of time

Answer: A, D, E

Explanation:

When complying with HIPAA using Salesforce Shield, Bloomington Caregivers must:

Encrypt sensitive data in transit and at rest:

Shield Platform Encryption ensures encryption at rest; Salesforce uses TLS for encryption in transit.

Extract:

“Salesforce Shield encrypts sensitive data at rest. Salesforce also encrypts data in transit using TLS.”

(Source: Salesforce Security Guide, Shield Platform Encryption Guide)

Implement and regularly review audit trails:

Shield Event Monitoring and Field Audit Trail help monitor data access and modifications.

Extract:

“Implement audit trails and monitor them to detect unauthorized or suspicious activities.”

([Source: Salesforce Security Guide, Shield Platform Encryption Guide])

Configure data retention policies:

Retain records for legally required periods to comply with HIPAA.

Extract:

“Data retention policies must comply with legal and regulatory requirements, including HIPAA.”

([Source: Salesforce Security Guide])

Why not B or C?

Providing access to third-party auditors is not a Salesforce Shield requirement; such reviews are typically handled internally.

Using third-party backup solutions is not a core Shield/HIPAA control within Salesforce, and data residency must be managed with care.

Question: 41

A provider wants to get a comprehensive view of a patient's prescriptions, including history, to improve health outcomes.

Which Health Cloud capability should a consultant leverage to assist the provider?

- A. Medication Management
- B. Intelligent Appointment Management
- C. Virtual Care
- D. Integrated Care Management

Answer: A

Explanation:

- Medication Management in Health Cloud enables providers to view all of a patient's prescription history in one place, supporting medication reconciliation and review for better health outcomes.

Extract:

“Use Medication Management to track and review patient prescriptions, past and present, ensuring a comprehensive view of medication history and supporting care team collaboration.”

(Source: Administer Health Cloud – Medication Management)

- Other options (Intelligent Appointment Management, Virtual Care, Integrated Care Management) do not provide

comprehensive medication tracking.

Question: 42

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

Answer: A

Explanation:

In Salesforce Health Cloud, the Remote Monitoring capability enables healthcare providers to capture and analyze patient-generated health data (from devices such as glucose monitors, blood pressure cuffs, or fitness trackers).

To implement this functionality, the following records must be populated:

Units of Measure – Defines the measurement units (e.g., mmHg, bpm, mg/dL) for device readings.

Remote Monitoring Device Types – Represents the categories of patient devices (e.g., heart rate monitor, glucose meter).

Care Observations – Stores the actual readings (vital signs, measurements) coming from the devices.

Code Sets – Provides standardized medical coding (e.g., LOINC, SNOMED, ICD) for interoperability and classification of device data.

Together, these records form the Remote Monitoring data model.

Why not the others?

B . Units of Measure, Code Sets, Remote Monitoring Device Types, Care Episodes

Care Episodes are for tracking episodes of care, not device data.

C . Code Sets, Units of Measure, Care Metric Targets, Care Observations

Care Metric Targets are for goal setting, not required for capturing device data.

D . Code Sets, Biometrics, Care Observations, Chart Metrics

"Biometrics" and "Chart Metrics" are not the correct Health Cloud objects for Remote Monitoring; instead, Remote Monitoring Device Types + Care Observations are used.

Salesforce Health Cloud Reference:

Salesforce Health Cloud – Remote Patient Monitoring:

“Use Remote Monitoring Device Types, Units of Measure, Code Sets, and Care Observations to capture and store data from connected health devices.”

Question: 43

Bloomington Caregivers has set up Health Cloud and needs to analyze patient referrals through Salesforce reports and dashboards.

Which Health Cloud unmanaged package should a consultant recommend to deliver a prebuilt dashboard and reports?

- A. Health Cloud Reports for Patient Referral Management
- B. Health Cloud Referral Management Reports
- C. Health Cloud Network Management Reports
- D. Health Cloud Member Referral Management Reports

Answer: A

Explanation:

- The Health Cloud Reports for Patient Referral Management unmanaged package provides prebuilt reports and dashboards to analyze referrals.

Extract:

“The Health Cloud Reports for Patient Referral Management unmanaged package includes reports and dashboards that help

track patient referrals in Salesforce.”

(Source: Administer Health Cloud – Reports and Dashboards)

- Other options are either not standard package names or do not match referral reporting.

Question: 44

An administrator for Bloomington Caregivers has added an Enhanced Timeline to an existing Patient Lightning page showing patient interactions, including records from a custom object developed to track caregiver preferences.

What else should the administrator complete post deployment of the enhanced timeline?

- A. Add the custom object to the Timeline after deployment, then add it to the Timeline component.
- B. Add the Timeline component to the Patient Lightning page and activate the Timeline.
- C. Add the Timeline component to the Patient Lightning page and select the Timeline.
- D. Assign the users permissions to be able to view the Timeline before adding it to the Timeline component.

Answer: A

Explanation:

After deploying Enhanced Timeline, you must register the custom object to the Timeline before it will appear in the Timeline component on the Lightning page.

Extract:

“Add new objects to the Timeline after deployment in setup, then update the Timeline component to include them.”

(Source: Administer Health Cloud – Enhanced Timeline)

Question: 45

A consultant is implementing clinical assessment to track intake for a hospital leveraging the Discovery Framework.

Which three functions is the consultant able to leverage with Health Cloud?

Choose 3 answers

- A. Encrypted Text
- B. Question Bank
- C. Branching
- D. Scoring
- E. Image Analysis

Answer: B, C, D

Explanation:

The Discovery Framework in Health Cloud supports:

Question Bank: Central repository of reusable questions for assessments.

Branching: Dynamic branching logic based on patient responses.

Scoring: Automatic scoring for assessments/intakes.

Extract:

“The Discovery Framework supports Question Bank, branching logic, and scoring for dynamic, reusable clinical assessments.”

(Source: Administer Health Cloud – Discovery Framework)

Encrypted Text and Image Analysis are not functions of the Discovery Framework.

Question: 46

Bloomington Caregivers needs to easily view all of the complex associations between patients, personal relationships, healthcare practitioners, other people, and organizations in healthcare,

Which Health Cloud feature should a consultant leverage to meet this requirement?

- A. Patient Card
- B. Actionable Relationship Center
- C. Care Team
- D. Enhanced Timeline

Answer: B

Explanation:

Step-by-Step

Feature Overview:

The Actionable Relationship Center (ARC) in Salesforce Health Cloud is specifically designed to give healthcare organizations a graphical and interactive way to visualize, manage, and act on complex relationships among people (patients, caregivers, practitioners) and organizations.

Source: Administer Health Cloud – Actionable Relationship Center

Complex Associations:

ARC supports multiple relationship types, including personal, clinical, and organizational connections, enabling users to easily view and manage these associations in a single, unified interface.

Exact Extract:

“With Actionable Relationship Center, care coordinators and other users can view, create, and manage the relationships between patients, their care teams, household members, and service providers. The ARC visualization tool shows complex relationships between people and organizations.”

Reference: Administer Health Cloud – ARC

User Experience:

The visual nature of ARC allows users to not only see but also take actions on relationships (for example, add new relationships or navigate directly to related records) without leaving the ARC view. This functionality is not provided by the Patient Card, Care Team, or Enhanced Timeline, which focus on other aspects of patient information or care.

Differentiation from Other Features:

Patient Card: Displays a summarized view of patient details and care info.

Care Team: Manages members involved in a patient’s care but does not visualize all associations.

Enhanced Timeline: Focuses on displaying chronological care events.

Conclusion:

For visualizing and acting on all types of relationships—personal, practitioner, organizational, and more—the Actionable Relationship Center is the recommended and officially documented Health Cloud feature.

Question: 47

A developer needs to modify the out-of-the-box advanced Patient Card to display the Category, SubjectID, and Date for active Clinical Alerts.

Which three steps should the developer take to accomplish this?

Choose 3 answers

- A. Clone the parent card
- B. Create and activate a new child card.
- C. Create a DataRaptor to extract necessary data.
- D. Define session variables to control visibility of clinical data.
- E. Change the child card state to show active

Answer: ABC

Explanation:

The Advanced Patient Card in Health Cloud is a FlexCard-based UI component that can be extended to show more patient context, such as Clinical Alerts. To display additional fields (Category, SubjectID, Date for active alerts), the developer should:

A . Clone the parent card

Best practice is to clone the delivered parent Patient Card rather than edit it directly, so you preserve the Salesforce-provided baseline functionality.

B . Create and activate a new child card

Child cards display specific contextual data (such as Clinical Alerts).

To customize which fields show, you create a new child card and activate it.

C . Create a DataRaptor to extract necessary data

Clinical Alert data must be pulled from Health Cloud objects.

A DataRaptor Extract retrieves the required fields (Category, SubjectID, Date) for use in the FlexCard child component.

Why not the others?

D . Define session variables to control visibility of clinical data – Session variables can control context in OmniStudio, but they aren't required just to display fields on the Patient Card.

E . Change the child card state to show active – Card states are used for conditional rendering (loading, error, empty states). Showing active alerts requires data filtering in the DataRaptor, not card state changes.

Salesforce Health Cloud Reference:

Salesforce Health Cloud – Advanced Patient Card

“Clone the Advanced Patient Card to customize it while preserving the delivered version.”

“Use child cards to display detailed data such as conditions, medications, or clinical alerts.”

“Retrieve data for FlexCards with DataRaptor Extracts.”

Question: 48

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

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

Answer: B

Explanation:

Step-by-Step

Person Account as Patient Model:

Salesforce Health Cloud is designed to leverage the Person Account model to represent patients, especially for large provider systems.

Exact Extract:

“Health Cloud uses person accounts to represent patients as individuals with whom you do business. Person accounts combine the functionality of accounts and contacts into a single record.”

Reference: Administer Health Cloud – Enable Person Accounts

Why Not Other Options?

Account: Used for organizations, not individuals (patients).

Contact: Contacts are linked to Accounts; on their own, they don't support the full Health Cloud data model.

Contact-Contact: Not a recommended or documented model for patients in Health Cloud.

Conclusion:

To model a patient in Health Cloud, the Person Account model is the officially recommended approach.

Question: 49

During a sprint demo, a customer wants to update fields in the UI on the Patient Medication Manager component.

Which two objects is a consultant able to add and/or remove fields from?

Choose 2 answers

- A. Medication Details
- B. Medication Dispense
- C. Medication Request
- D. Medication Strength

Answer: A, C

Explanation:

The Patient Medication Manager component in Salesforce Health Cloud surfaces data from FHIR- aligned medication objects. When customers request field updates on this UI component, the consultant can configure fields from the underlying objects.

A . Medication Details → Stores key information about a patient’s medications. Fields from this object can be exposed or customized on the Patient Medication Manager.

C . Medication Request → Represents a provider’s request or order for a medication. Fields from this object are also available to configure in the Patient Medication Manager.

Together, these two objects form the basis of what’s displayed and editable in the Patient Medication Manager.

Why not the others?

B . Medication Dispense – Tracks when and how a medication was dispensed. It is not directly configurable for field-level updates in the Patient Medication Manager component.

D . Medication Strength – Captures clinical details about dosage strength, but it isn’t one of the configurable objects in the Patient Medication Manager UI.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Medication Management:

“The Patient Medication Manager component displays information from Medication Details and Medication Request objects. Administrators can add or remove fields from these objects to tailor the component.”

Question: 50

A pharma company runs personalized medicine programs and needs the ability to coordinate various steps involved in the process, like apheresis and infusion.

Which Health Cloud capability should help the company with this program?

- A. Integrated Care Management
- B. Advanced Therapy Management
- C. Intelligent Document Automation
- D. Intelligent Sales

Answer: B

Explanation:

Step-by-Step

Advanced Therapy Management (ATM):

For personalized medicine programs, such as those involving apheresis and infusion, Salesforce Health Cloud offers Advanced Therapy Management (ATM), specifically designed for complex therapy coordination.

Exact Extract:

“Advanced Therapy Management supports cell and gene therapy processes by coordinating multiple steps such as collection, manufacturing, apheresis, and infusion.”

Reference: Life Sciences Cloud Guide – Advanced Therapy Management

Why Not Other Options?

Integrated Care Management: Focuses on traditional care plans and care team coordination, not advanced therapies.

Intelligent Document Automation/Intelligent Sales: Not related to therapy process coordination.

Conclusion:

Advanced Therapy Management is the correct Health Cloud capability for coordinating personalized medicine program steps.

Question: 51

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

Choose 2 answers

- A. DICOM 3.0
- B. FHIR R4
- C. SDTM v3.2
- D. HL7 v2

Answer: B, D

Explanation:

Step-by-Step

Supported Data Exchange Standards:

Health Cloud natively supports modern clinical data standards such as FHIR R4 and traditional messaging formats like HL7 v2 for interoperability and data exchange.

Exact Extract:

“Health Cloud supports industry standards for data exchange, including FHIR R4 and HL7 v2, to enable clinical interoperability with EHR systems and other healthcare platforms.”

Reference: Administer Health Cloud – Interoperability

Why Not Other Options?

DICOM 3.0: Used for imaging, not clinical data exchange in Health Cloud.

SDTM v3.2: Used for clinical trials data, not general patient/clinical data exchange in Health Cloud.

Conclusion:

FHIR R4 and HL7 v2 are the two standards officially supported for clinical data in Health Cloud.

Question: 52

Bloomington Caregivers uses Health Cloud and has an integration setup with an external payer system.

Which three business level APIs should a consultant recommend to help the payer organization electronically receive requests for care services?

Choose 3 answers

- A. Care Services
- B. Prior Authorization
- C. Referral Request
- D. Benefit Verification

E. Admission, Discharge, and Transfer (ADT)

Answer: B, C, D

Explanation:

Question: 53

Bloomington Caregivers has decided to enable Integrated Care Management so that its end users can leverage Health Cloud Assessments. Administrators must now configure their org to be able to use

Assessments.

Which three steps should the administrator take as part of the org setup to enable Assessments?

Choose 3 answers

- A. Enable Discovery Framework in Setup.
- B. Add the Assessment component to the Patient page.
- C. Update sharing settings in Setup.
- D. Enable users to view and complete Assessments.
- E. Download and Install OmniStudio.

Answer: A, D, E

Explanation:

Question: 54

A customer wants to move its existing Patient-Reported Outcome Measures (PROMs) surveys to Health Cloud. It requires a solution that allows for question banks and version control for this standardized survey.

Which solution should a consultant recommend?

- A. Discovery Framework
- B. Salesforce Surveys
- C. Salesforce Feedback Management
- D. Health Cloud Forms

Answer: A

Explanation:

Step-by-Step

Discovery Framework for PROMs Surveys:

The Discovery Framework in Health Cloud supports question banks, standardized survey templates, and version control.

Exact Extract:

“Use the Discovery Framework to create assessments with question banks, reusable questions, and versioning to manage standardized surveys such as PROMs.”

Reference: Administer Health Cloud – Discovery Framework

Why Not Other Options?

Salesforce Surveys/Salesforce Feedback Management: Support surveys, but do not natively support question banks or version control for standardized, healthcare-specific forms.

Health Cloud Forms: Used for simple data capture, not for full-featured assessments with question banks and versioning.

Conclusion:

The Discovery Framework is the recommended solution for managing PROMs with question banks and version control.

Question: 55

A bug is assigned to a developer stating that when an address contains data in the Address Line 2 field, the FlexCard display adds an additional line, causing formatting issues.

How should the developer handle this in a DataRaptor without changing the underlying data structures?

- A. Add a Load DataRaptor to write the data into one new custom field.
- B. Replace the Extract DataRaptor with a Transform DataRaptor to convert the data as needed.
- C. Modify the Extract DataRaptor to concatenate the address fields by using a formula.
- D. Create a new Turbo Extract DataRaptor to trim the Address data in both fields.

Answer: C

Explanation:

The issue is that the FlexCard is displaying an extra line whenever Address Line 2 has data. The requirement is to fix the display formatting without changing the underlying data model.

In OmniStudio DataRaptors, you can add formula fields during data extraction.

By concatenating Address Line 1 + Address Line 2 into a single formatted field inside the Extract DataRaptor, you can pass the clean, properly formatted address to the FlexCard.

This approach ensures:

No changes to underlying data structure.

No need to create new fields.

Controlled formatting at the data transformation layer.

Why not the others?

A . Add a Load DataRaptor to write the data into one new custom field.

This changes the data model by writing into a new custom field, which the requirement prohibits.

B . Replace the Extract DataRaptor with a Transform DataRaptor.

Transform DataRaptors are typically used for complex JSON-to-JSON mapping or orchestration, not needed here since a simple formula in the Extract DataRaptor suffices.

D . Create a new Turbo Extract DataRaptor to trim the Address data in both fields.

Turbo Extracts are used for high-performance, single-object extracts but do not support formulas or transformations.

They wouldn't solve the concatenation/formatting issue.

Salesforce OmniStudio Reference:

OmniStudio DataRaptor Guide:

"Use formulas in Extract DataRaptors to concatenate or transform fields before passing data to a UI component."

"Turbo Extract DataRaptors don't support formulas or transformations."

Question: 56

An administrator is configuring security for a patient list.

Health Cloud Accredited Professional

Which three considerations should the administrator take into account to ensure proper access to the list?

Choose 3 answers

- A. Administrators can restrict access using HCPatientListSecurity custom setting.
- B. When a user's field-level security restricts access to a field used as a display column, the column does not appear in the list.
- C. Administrators can create restriction rules to offset a private organization-wide default setting.
- D. Users with profile or permission sets that restrict access to an object cannot create a list using that object.
- E. Administrators can restrict access to patient or member lists using standard Salesforce sharing settings on the list.

Answer: B, D, E

Explanation:

Question: 57

Bloomington Caregivers needs to monitor care plan adherence for the patients at various facilities within its network.

What is available to extend the reporting capability of Health Cloud?

- A. CRM Analytics for Health Cloud
- B. Insights for Health Cloud
- C. Reporting unmanaged package
- D. Care Management Extension

Answer: A

Explanation:

Step-by-Step

CRM Analytics for Health Cloud:

Exact Extract:

“CRM Analytics for Health Cloud delivers prebuilt dashboards and extended analytics for monitoring care plans, outcomes, and adherence across networks and facilities.”

Reference: Administer Health Cloud – CRM Analytics for Health Cloud

Why Not Other Options?

Insights for Health Cloud: Not a standard reporting/analytics product for care plan adherence.

Reporting unmanaged package: Not mentioned in the latest Health Cloud documentation.

Care Management Extension: Refers to process automation, not analytics.

Question: 58

Prior to go-live for Bloomington Caregivers, a consultant loads the future system users into Salesforce.

Which two out-of-the-box permission sets should the consultant assign to the users to give them access to Health Cloud?

Choose 2 answers

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

Answer: A, E

Explanation:

Question: 59

Bloomington Caregivers would like to share patient medication information with an external pharmacy as soon as it is updated in Bloomington Caregivers' Health Cloud system. It would also like to receive an immediate confirmation about any medication interactions from the pharmacy.

Which two Integration patterns should a consultant recommend?

Choose 2 answers

- A. Platform Event
- B. Industries ETL
- C. OmniStudio Integration Procedure
- D. Apex HTTP Callout

Answer: A, D

Explanation:

The requirement is:

Push patient medication updates to an external pharmacy immediately → This is an event-driven use case.

Receive immediate confirmation about medication interactions from the pharmacy → This requires a **synchronous call/response pattern**.

The correct integration patterns are:

A . Platform Event

Best for real-time, event-driven notifications when medication information is updated in Health Cloud.

Ensures the pharmacy receives updates as soon as they occur.

D . Apex HTTP Callout

Supports synchronous communication with external systems.

Allows Health Cloud to send a request and receive an immediate confirmation/response about medication interactions from the pharmacy.

Why not the others?

B . Industries ETL – This is for batch, large-volume data movement, not real-time event-driven updates or immediate confirmations.

C . OmniStudio Integration Procedure – Great for orchestrating data retrieval/manipulation across systems, but it's not designed for event-driven updates with confirmation requirements.

Salesforce Health Cloud Reference:

Salesforce Integration Patterns and Practices:

“Use Platform Events for event-driven, near real-time messaging between Salesforce and external systems.”

“Use Apex callouts when Salesforce must send a request and wait for an immediate response.”

Question: 60

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

- 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

Explanation:

Question: 61

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

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

Answer: A, D

Explanation:

Question: 62

A payer receives faxes for clinical review as part of the determination process. The payer needs Health Cloud to automatically capture the data from the documents received from patients and manage the end-to-end approval process.

Which two Health Cloud capabilities should a consultant recommend as a way to build this process?

Choose 2 answers

- A. Integrated Care Management
- B. Utilization Management
- C. Intelligent Document Automation
- D. Care Authorizations

Answer: B, C

Explanation:

Step-by-Step

Intelligent Document Automation:

Exact Extract:

“Intelligent Document Automation in Health Cloud automatically extracts data from incoming documents, including faxes, and creates structured data for downstream workflows.”

Reference: Administer Health Cloud – Intelligent Document Automation

Utilization Management:

Exact Extract:

“Utilization Management provides workflows and automation to support end-to-end approval processes, including clinical review and authorizations.”

Reference: Administer Health Cloud – Utilization Management

Why Not Other Options?

Integrated Care Management: Focuses on care plans and assessments, not document automation or clinical approval

processes.

Care Authorizations: Part of Utilization Management but not the capability for document ingestion and process automation.

Question: 63

Bloomington Caregivers wants to use patient or member lists for its care coordinators in its current implementation.

What is an important consideration when implementing this in Health Cloud?

- A. If a user cannot access a field used in a filter on a patient or member list, they will not be able to see the list.
- B. Filter logic for patient or member lists is controlled by formula fields on records.
- C. An administrator can create an override filter field on the person account.
- D. An administrator can create lists or add records to existing lists from the Campaign object.

Answer: A

Explanation:

- Access to Filtered Fields:

Exact Extract:

“If a user does not have access to a field that is used in a filter on a patient or member list, the list will not be displayed to that user.”

Reference: Administer Health Cloud – Patient Lists

- Other Options:

Filter logic is not controlled by formula fields.

There’s no official “override filter field” on the person account for lists.

Lists are not created or managed from the Campaign object in Health Cloud.

Question: 64

A MedTech company is implementing Health Cloud to better plan and track surgical case visits, manage device inventory, and run cycle counts.

Which data model should a consultant recommend the company use?

- A. Life Sciences
- B. Provider Engagement
- C. Intelligent Sales
- D. Inventory Management

Answer: D

Explanation:

The use case mentions:

Plan and track surgical case visits

Manage device inventory

Run cycle counts

These requirements directly align with the Health Cloud Inventory Management data model.

Inventory Management in Health Cloud is designed for MedTech and Life Sciences companies to track:

Surgical case planning and scheduling

Medical device and implant inventory management

Cycle counts and stock levels across facilities

It supports end-to-end surgical case tracking, ensuring the right devices are available at the right place and time.

Why not the others?

- A . Life Sciences – Broader model used for clinical trials, patient programs, and pharma engagement, but not focused on surgical case + device inventory.
- B . Provider Engagement – Used for managing provider relationship data (e.g., physician affiliations, facilities), not inventory or surgical planning.
- C . Intelligent Sales – Focused on sales optimization and customer engagement, not surgical case or inventory management.

Salesforce Health Cloud Reference:

Salesforce Health Cloud – Inventory Management Guide:

“Use the Inventory Management data model to manage device inventory, surgical case planning, cycle counts, and medical device tracking across healthcare facilities.”

Question: 65

Which industry data standard should a consultant consider when designing interoperability with electronic health record (EHR) sources with Health Cloud?

- A. Clinical Data Acquisition
- B. Personal Health Record (PHR)
- C. HL7 vi Messaging
- D. FHIR R4

Answer: D

Explanation:

- FHIR R4 Standard:

Exact Extract:

“Health Cloud supports FHIR R4 as an industry data standard for EHR interoperability.”

Reference: Administer Health Cloud – Interoperability

- Other Options:

HL7 v2 is also supported but FHIR R4 is the recommended modern standard.

Clinical Data Acquisition and PHR are not relevant data standards for EHR interoperability in this context.

Question: 66

A medical device organization needs to track account information and its geographical details to provide information to representatives onsite.

Which three objects support this scenario?

Choose 3 answers

- A. Location
- B. Healthcare Facility
- C. Facility Address
- D. Clinic Location

Answer: ABC

Explanation:

In Salesforce Health Cloud, when an organization needs to track account information along with geographical details (like facilities, addresses, and locations), the following objects are used:

A . Location

A standard object in Salesforce used to store physical location data such as addresses, latitude/longitude, and site details.

Useful for mapping and onsite representative visits.

B . Healthcare Facility

Represents the organization's clinical facilities (hospitals, clinics, labs, etc.).

Connected to Accounts to model the healthcare network.

C . Facility Address

Stores detailed address information for a healthcare facility.

Provides geographical data needed by onsite reps.

Why not D. Clinic Location?

Clinic Location is not a standard Health Cloud object. The correct objects are Healthcare Facility + Facility Address + Location to track facility and geographical details.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Provider Data Model:

“Use the Healthcare Facility object to represent hospitals, clinics, and other care sites.”

“Use the Facility Address object to store location-specific details about healthcare facilities.”

“The Location object stores standardized address and geographic information.”

Question: 67

A customer wants to view a patient's health conditions and clinical encounters as a sequence of events happening over time on the patient's Person Account page.

What should a consultant do to achieve this using the Enhanced Timeline functionality?

- A. Create a new Timeline record within Setup.
- B. Add a record to the HealthCloudTimelineConfig custom setting.
- C. Clone the HCTimeline FlexCard for customization.
- D. Create a new Timeline View Configuration record.

Answer: D

Explanation:

- Enhanced Timeline Functionality:

The Enhanced Timeline in Health Cloud displays a sequence of clinical events (e.g., health conditions and encounters) on a patient's Person Account.

Exact Extract:

“To configure the Enhanced Timeline component to show custom event types and adjust the event display, create a Timeline View Configuration record.”

Reference: Administer Health Cloud – Enhanced Timeline

- Other Options:

Timeline records within Setup and HealthCloudTimelineConfig custom setting are not how the Enhanced Timeline is configured for new event views.

Cloning the HCTimeline FlexCard is not required or recommended for this configuration.

Question: 68

A customer wants to leverage dependent intervention tasks as part of their care coordination solution using Integrated Care Management.

Which feature should a consultant configure to accomplish this task?

- A. Industry Template Library
- B. Intervention Templates
- C. Action Plan Templates
- D. Care Plan Task Templates

Answer: C

Explanation:

E. Dependent Intervention Tasks:

Exact Extract:

“Action Plan Templates allow you to define and manage dependent intervention tasks for integrated care management workflows, enabling conditional task sequencing.”

Reference: Administer Health Cloud – Action Plans

F. Other Options:

Industry Template Library: Repository of templates, not task logic.

Intervention Templates and Care Plan Task Templates: Do not provide logic for dependent/conditional tasks within a care plan.

Question: 69

At Bloomington Caregivers, care coordinators can only view patient records they own in Health Cloud. Moving forward, a small subset of auditors need access.

What should a consultant do to expand this access?

- A. Create a restriction rule for the Person Account object.
- B. Create a user access policy with grant permissions.
- C. Create a criteria-based Account sharing rule.
- D. Update organization-wide default for Account and Contract to Public Read-Only.

Answer: C

Explanation:

Expanding Access to Auditors:

Exact Extract:

“Use criteria-based sharing rules to grant additional access to Person Account (patients) records for users or groups who do not own the records, such as auditors.”

Reference: Salesforce Security Guide – Sharing Rules

Other Options:

Restriction rule: Restricts, not expands, access.

User access policy: Not a Salesforce standard for sharing data.

Changing org-wide default to Public Read-Only: Not best practice for PHI and patient data—should use sharing rules for scoped access.

Question: 70

Bloomington Caregivers is launching a patient portal with contact tracing functionality as part of its Health Cloud implementation.

Users require the ability to leverage advanced sharing and customizable dashboards.

Which license should a consultant recommend for the external patient users?

- A. Experience Cloud for Health Cloud
- B. External Apps for Health Cloud
- C. Customer Community Plus for Health Cloud
- D. Customer Community for Health Cloud

Answer: A

Explanation:

Question: 71

A customer that already has Service Cloud is onboarding a new business unit, which needs to use Health Cloud.

Which three organization-wide default settings should an administrator change to ensure the original business unit that leverages Service Cloud does not have visibility into protected health information (PHI)?

Choose 3 answers

- A. Set Person Accounts to Private,
- B. Set related clinical objects to Controlled by Parent or Private.
- C. Set Account and Contract to Private.

- D. Set Contact to Controlled by Parent.
- E. Set Health Details to Controlled by Parent or Private.

Answer: A, B, E

Explanation:

When onboarding Health Cloud into an org that already uses Service Cloud, it's critical to properly configure Organization-Wide Defaults (OWD) to ensure that protected health information (PHI) remains restricted.

The correct settings are:

A . Set Person Accounts to Private

Patients are modeled as Person Accounts in Health Cloud.

Setting Person Accounts to Private ensures PHI isn't exposed to users outside the Health Cloud business unit.

B . Set related clinical objects to Controlled by Parent or Private

Clinical objects (e.g., Care Plans, Assessments, Referrals) often relate to patients.

Making them Controlled by Parent (Person Account) or Private ensures only authorized users can see PHI.

E . Set Health Details to Controlled by Parent or Private

Health Details contain sensitive clinical data.

Must be restricted at the OWD level to prevent exposure to non-Health Cloud users.

Why not the others?

C . Set Account and Contract to Private

Regular business Accounts/Contracts are part of Service Cloud, not typically where PHI resides. Restricting them isn't required for PHI protection.

D . Set Contact to Controlled by Parent

Contacts in Health Cloud are often caregivers or providers, not patients (who are Person Accounts).

PHI protection centers around Person Accounts + Clinical Objects + Health Details, not Contacts.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Security and Sharing Guide:

“For HIPAA and other PHI compliance, set Person Accounts and Health Cloud clinical objects to Private or Controlled by Parent.”

“Ensure Health Details are not exposed via default sharing.”

Question: 72

Bloomington Caregivers is implementing Virtual Care in Health Cloud.

Which three steps are required as part of the setup?

Choose 3 answers

- A. Assign Health Cloud Video Calls permission set.
- B. Install the Virtual Care unmanaged package.
- C. Configure Provider Search,
- D. Set up and configure Salesforce Scheduler.
- E. Connect to an external electronic health record (EHR) scheduling system.

Answer: A, B, D

Explanation:

Question: 73

A provider would like to create Salesforce reports to analyze patient outcomes and patient referrals.

Which three steps should a consultant recommend as part of the reporting setup to ensure the provider can view this report appropriately?

Choose 3 answers

- A. Create custom report types for clinical objects.
- B. Leverage the Patient Referral Management unmanaged package.
- C. Adjust template care management reports and dashboards.
- D. Enable the enhanced Analytics for Healthcare setting in Setup.
- E. Assign appropriate permissions to internal users.

Answer: A, D, E

Explanation:

To ensure a provider can create and view Salesforce reports analyzing patient outcomes and referrals, the following steps are required:

A . Create custom report types for clinical objects.

Health Cloud clinical data (e.g., patient outcomes, referrals, care plans) resides in custom objects.

To report on them, you must create custom report types.

D . Enable the enhanced Analytics for Healthcare setting in Setup.

This setting provides preconfigured reports and dashboards tailored for healthcare, such as referrals, utilization, and outcomes reporting.

E . Assign appropriate permissions to internal users.

Providers need the correct Health Cloud and reporting permissions to access and run these reports.

Without appropriate object-level and FLS permissions, reports won't display the necessary data.

Why not the others?

B . Leverage the Patient Referral Management unmanaged package – Referral management is now native in Health Cloud. The unmanaged package was used in early versions but is deprecated and not recommended.

C . Adjust template care management reports and dashboards – These are useful but do not provide referral and outcome reporting by themselves. Customization and proper report type setup are still required.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Implementation Guide – Reports and Dashboards:

“Enable Enhanced Analytics for Healthcare to access out-of-the-box reports and dashboards for referrals, utilization management, and patient outcomes.”

“Create custom report types for Health Cloud clinical objects to extend reporting capabilities.”

“Ensure users have the appropriate object and field permissions to run reports.”

Question: 74

A provider system wants to leverage Health Cloud to enable its care providers to conduct video visits with their patients to discuss socioeconomic factors that impact their care.

Which capability should a consultant recommend for this use case?

- A. Intelligent Appointment Management
- B. Telehealth
- C. Integrated Care Management
- D. virtual Care

Answer: D

Explanation:

Video Visits for Social Determinants of Health (SDOH):

Exact Extract:

“Use Virtual Care in Health Cloud to enable video visits between care providers and patients, including for conversations about social and economic factors.”

Reference: Administer Health Cloud – Virtual Care

Other Options:

Telehealth: A generic term; Salesforce feature is specifically named “Virtual Care.”

Intelligent Appointment Management: Focuses on scheduling, not video.

Integrated Care Management: For care plans and interventions, not video visits.

Question: 75

A payer needs to manage requests for concurrent review of prior authorizations within Health Cloud and wants to use out-of-the-box record types and page layouts for prior

However, the payer's Salesforce administrator does not see any preconfigured record types or page layouts for prior authorizations in the payer's Salesforce org.

What should a consultant recommend to the Salesforce administrator to expedite implementation?

- A. Install the Health Cloud Care Request Extensions package.
- B. Install the Health Cloud Claims unmanaged package.
- C. Build custom page layouts and record types to support the requirement.
- D. install an AppExchange prior authorization package.

Answer: A

Explanation:

- Preconfigured Prior Authorization Objects:

Exact Extract:

“The Health Cloud Care Request Extensions package provides out-of-the-box record types, page layouts, and flows for prior authorizations and other payer workflows.”

Reference: Administer Health Cloud – Care Request Extensions

- Other Options:

Claims unmanaged package is not for prior authorizations.

Building custom layouts is not necessary when a packaged solution exists.

AppExchange prior authorization packages are not officially supported for core Health Cloud prior auth workflows.

Question: 76

A customer compliance department requires encryption at rest, notification of activities, and extensive field tracking.

What are some key considerations and recommended practices for supporting compliance in Salesforce?

- A. Use Role Hierarchy to control data access, implement password policies for user accounts, and use IP Restrictions to limit access to trusted networks.
- B. Enable Field Audit Trail, implement encryption for sensitive data, and configure two-factor authentication for all users.
- C. Enable Salesforce Shield to monitor data access and usage, configure data Classification for sensitive data, and use Event Monitoring to track user activity.
- D. Use the Salesforce Security Health Check to identify vulnerabilities, implement custom profiles and permission sets to control data access, and configure Data Loss Prevention policies to prevent data leakage.

Answer: C

Explanation:

The requirement is:

Encryption at rest → Handled by Salesforce Shield Platform Encryption.

Notification of activities (user monitoring, data access) → Provided by Event Monitoring in Salesforce Shield.

Extensive field tracking → Achieved with Field Audit Trail, also part of Salesforce Shield.

That's why the correct answer is the Salesforce Shield bundle, which directly addresses all three compliance needs.

Why not the others?

A . Role Hierarchy, Password Policies, IP Restrictions → These are basic Salesforce security features, but they don't provide encryption at rest or activity monitoring.

B . Field Audit Trail + Encryption + 2FA → Close, but Field Audit Trail and Encryption require Shield anyway, and 2FA is important but doesn't meet the monitoring requirement.

E. Security Health Check + DLP policies → Useful for improving org security posture, but Salesforce does not have native DLP policies like in other security platforms. This doesn't satisfy the encryption + monitoring requirement.

Salesforce Health Cloud / Security Reference:

Salesforce Shield Overview:

“Use Shield Platform Encryption for encryption at rest.”

“Use Event Monitoring to monitor and track user activity across apps.”

“Use Field Audit Trail to retain field value changes for compliance requirements.”

Question: 77

A payer needs to connect an electronic health record (EHR) to Health Cloud to display key clinical data to Health Cloud users. The data in the source system is aligned to PHIR R4 standards, but some transformation is anticipated.

Which approach should a consultant use to set up this integration?

- A. A scheduled batch job that retrieves a file from an SFTP
- B. A “swivel-chair” standard operating procedure document that will be distributed to users.
- C. A points-to-point API connection from the HER to Health Cloud.
- D. A middleware integration solution that can handle data transformation if necessary.

Answer: D

Explanation:

- FHIR-Based Interoperability with Transformation:

Exact Extract:

“Middleware solutions enable integration with EHRs using HL7 or FHIR standards and can perform necessary data transformation for compatibility with Health Cloud.”

Reference: Administer Health Cloud – Interoperability

- Other Options:

Batch jobs/SFTP and point-to-point APIs are not scalable or flexible for ongoing data transformation.

“Swivel-chair” procedures are not a technical integration.

Question: 78

A pharmaceutical company is looking to support patients throughout their clinical journey. One of the factors the company needs to track is the socioeconomic and cultural barriers that could hinder a patient's process.

Which Health Cloud capability should a consultant implement to fulfill this requirement?

- A. Social Determinants of Health
- B. Clinical Barriers
- C. Utilization management
- D. Care Blockers

Answer: A

Explanation:

- Tracking Socioeconomic & Cultural Barriers:

Exact Extract:

“The Social Determinants of Health data model in Health Cloud enables organizations to document and track social, cultural, and economic barriers affecting patients.”

Reference: Administer Health Cloud – Social Determinants of Health

- Other Options:

Clinical Barriers, Utilization Management, and Care Blockers are not documented Health Cloud features for tracking socioeconomic/cultural barriers.

Question: 79

A customer is looking to implement Discovery Framework to manage their intake and clinical assessments.

Which three capabilities should a consultant configure with Health Cloud out-of-the-box to enhance

their assessment functionality?

Choose 3 answers

- A. Adding a QR Code
- B. SMS Assessment Completion
- C. FHIR Question Bank
- D. Digital Signature Capture
- E. Using Previously Submitted Responses

Answer: C, D, E

Explanation:

Step 1: Understanding the Discovery Framework in Health Cloud

The Discovery Framework in Salesforce Health Cloud is designed to streamline intake and clinical assessments by providing reusable, modular, and compliant tools for healthcare organizations. It enables organizations to collect, store, and reuse responses to assessment questions efficiently and securely.

Reference:

“Discovery Framework provides a way to design, distribute, and reuse forms and assessments for clinical and non-clinical scenarios. It leverages reusable question banks, digital data capture, and integration with Health Cloud objects.”

Administer Health Cloud – Assessments and Discovery Framework

Step 2: FHIR Question Bank

Capability: The use of a FHIR-based Question Bank allows healthcare organizations to standardize questions and reuse them across multiple assessments. This ensures consistency and regulatory compliance in data collection.

Extract:

“The Question Bank leverages the FHIR Questionnaire resource, making it easy to define, store, and reuse question sets for various clinical assessments.”

Administer Health Cloud – Discovery Framework: Question Bank

Step 3: Digital Signature Capture

Capability: Digital Signature Capture is supported natively in Health Cloud assessments, ensuring consent, authenticity, and regulatory compliance.

Extract:

“Out-of-the-box support for digital signature capture in assessment forms allows for secure, auditable consent capture, which is often required for clinical or legal compliance.”

Administer Health Cloud – Discovery Framework Features

Step 4: Using Previously Submitted Responses

Capability: The ability to use previously submitted responses enhances user experience and speeds up the intake process by pre-populating assessments with earlier responses where relevant.

Extract:

“You can configure assessments to pre-fill questions with responses from prior assessments, supporting both efficiency and patient engagement.”

Administer Health Cloud – Reuse of Data in Assessments

Step 5: Options Not Natively Supported Out-of-the-Box

A . Adding a QR Code: Not natively supported in Health Cloud Discovery Framework out-of-the-box for assessments. This would require custom development or external integrations.

B . SMS Assessment Completion: Not supported out-of-the-box; may require integration with Marketing Cloud or external SMS services and customization.

Reference for non-supported features:

“Features such as QR code generation or SMS completion notifications are not available out of the box and would require customizations or integrations.”

Administer Health Cloud

Question: 80

As part of a post-visit summary, a client wants to send patients information documenting their visit and care plan. A patient advocate will select from templates to create personalized documents to send.

Which tool should a developer use to provide the necessary functionality?

- A. Health Cloud Email Manager
- B. Salesforce PDF Generator
- C. OmniStudio Document Generation
- D. Contract Lifecycle Management

Answer: C

Explanation:

Step-by-Step

Requirement Analysis:

The client wants to send patients a personalized summary document after their visit, including their care plan.

The process involves selecting from templates and generating patient-specific content.

Tool Comparison:

Health Cloud Email Manager:

Used for composing and sending emails, not for generating documents from templates.

Salesforce PDF Generator:

While Salesforce can generate PDFs from reports, it does not offer flexible, template-based document generation suited for post-visit summaries or complex care plans, especially with dynamic fields.

OmniStudio Document Generation:

Specifically designed to enable dynamic, template-based document creation in Health Cloud and other Salesforce verticals.

Allows users to select templates, merge patient/case data, and generate PDFs or DOCX that can be sent to patients or caregivers.

Supports integration within Health Cloud flows, empowering users (like a patient advocate) to initiate document generation with a few clicks.

Contract Lifecycle Management:

Focused on legal contracts and workflows, not patient summaries or care plans.

Exact Extracts and Reference from Salesforce Docs:

Extract from OmniStudio Standard Guide:

“OmniStudio Document Generation lets you generate dynamic documents from templates, such as care plans, patient summaries, or correspondence. Templates can be pre-built and allow for the insertion of Health Cloud data fields, enabling the creation of personalized documents for patients or members.”

— [OmniStudio Document Generation Overview](#)

From Health Cloud Admin Guide, under Patient Correspondence:

“Patient advocates can use OmniStudio Document Generation to select templates and create personalized care documents for patients based on their Health Cloud data.”

— [Reference: Administer Health Cloud - Document Generation](#)

Best Practice from Salesforce:

Salesforce recommends OmniStudio Document Generation for any scenario requiring dynamic, patient-specific document creation and distribution.

Reference:

[OmniStudio Document Generation Overview](#)

[Administer Health Cloud - Document Generation](#)

Question: 81

A payer is looking for a solution to recruit, credential, and onboard providers into its network.

Which Health Cloud add-on should help the payer address these requirements?

- A. Contact Center for Payers
- B. Utilization Management
- C. Provider Network Management
- D. Provider Relationship Management

Answer: C

Explanation:

Step 1: Understanding the Requirement

A payer organization needs to recruit, credential, and onboard providers into its network. This requires features that manage provider information, credentialing processes, onboarding workflows, and network directory maintenance.

Step 2: Official Salesforce Health Cloud Capability

Salesforce Health Cloud offers an add-on called Provider Network Management (PNM) that is specifically designed for payers to recruit, credential, and onboard providers.

Extract:

“Provider Network Management streamlines recruiting, credentialing, onboarding, and network directory maintenance for payers. It provides tools to manage the provider lifecycle from initial recruitment through onboarding and network management.”

Administer Health Cloud – Provider Network Management

Step 3: Review of Options

- A . Contact Center for Payers: Focused on member and provider service center functionality, not recruiting or credentialing.
- B . Utilization Management: Focused on authorization and medical necessity reviews, not onboarding or credentialing.
- C . Provider Network Management: Specifically built for recruiting, credentialing, and onboarding providers.
- D . Provider Relationship Management: Focuses on relationship management post-onboarding, but not credentialing/onboarding workflows.

Reference:

Provider Network Management in Health Cloud

Question: 82

Bloomington Caregivers wants to share details about a patient's medical condition with a local hospital through an integration.

What should a consultant recommend as the appropriate method for the local hospital to access the information leveraging Health Cloud functionality?

- A. Expose the MedicalCondition object through an Apex class.
- B. Use the FHIR Patient API through DataRaptor.
- C. Leverage the MedicalCondition Integration Procedure.
- D. integrate using the FHIR Clinical API.

Answer: D

Explanation:

Step 1: Requirement Analysis

Bloomington Caregivers wants to share a patient's medical condition details with a local hospital through integration. The recommended method must leverage Health Cloud functionality for **standardized, interoperable health data sharing**.

Step 2: Salesforce Health Cloud FHIR API

Health Cloud provides native support for the FHIR (Fast Healthcare Interoperability Resources) APIs to facilitate seamless and standardized clinical data exchange (including medical conditions, allergies, medications, etc.) with external systems.

Extract:

"Health Cloud supports the FHIR standard and provides FHIR APIs for accessing and sharing clinical data such as conditions, observations, and encounters with external health systems."

Administer Health Cloud – FHIR APIs

Step 3: Review of Options

- A . Expose the MedicalCondition object through an Apex class: Not standards-based; not recommended for clinical interoperability.
- B . Use the FHIR Patient API through DataRaptor: DataRaptor is an OmniStudio tool for extracting data, but not specifically for FHIR API access.
- C . Leverage the MedicalCondition Integration Procedure: Integration Procedures are used for orchestrating APIs but are not directly the mechanism for sharing FHIR data externally.
- D . integrate using the FHIR Clinical API: Correct – aligns with healthcare interoperability standards and Health Cloud's FHIR support.

Reference:

Health Cloud FHIR API Documentation

Question: 83

A pharma customer requires a scheduling tool to book infusions with multiple steps as part of its Health Cloud implementation. It needs a solution for care coordinators to book appointments without having to manually check availability and resources themselves.

Which solution should a consultant recommend?

- A. Intelligent Appointment Management
- B. Salesforce Scheduler
- C. Advanced Therapy Management
- D. Procedure Scheduling

Answer: C

Explanation:

Question: 84

A UX designer wants to change the formatting of an OmniStudio FlexCard field element to have a font of Times New Roman with a red color.

What are two ways the designer should make the changes?

Choose 2 answers

- A. write custom CSS,
- B. Make edits to Field Style.
- C. Made edits to Setup Panel.
- D. Make edits to Field Properties.

Answer: AB

Explanation:

In OmniStudio FlexCards, when you want to change the visual styling of a field element (e.g., font type, font color, formatting), you have two main options:

A . Write custom CSS

OmniStudio FlexCards allow applying custom CSS classes for fine-grained control of styles.

This is how you can specify a font like Times New Roman or apply a red color.

B . Make edits to Field Style

The Field Style editor within the FlexCard Designer lets you directly configure basic styling properties

(like text color, background, alignment, etc.) without needing custom CSS.

Why not the others?

C . Make edits to Setup Panel – The Setup Panel is for data source, conditions, and layout configuration, not for styling individual fields.

D . Make edits to Field Properties – Field Properties are used to configure which data is displayed and how it behaves (like label, formatting rules, or conditional display), but styling is handled through Field Style or CSS, not properties.

Salesforce OmniStudio Reference:

Salesforce OmniStudio FlexCard Designer Guide

“You can use the Field Style editor to set basic styles, such as font color and alignment.”

“For advanced customization, apply custom CSS classes to field elements.”

Question: 85

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?

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

Answer: A

Explanation:

Question: 86

A payer is looking to optimize the workflow for its call center, which focuses primarily on members calling to check on the status of their prior authorization requests.

How should a consultant conduct discovery to define a workflow for these call center users?

- A. Research industry trends and develop a point of view, then present it to the customer for validation.
- B. Identify personas and ask them to walk through a day in their life, taking notes and identifying opportunities for optimization.
- C. Use work from another project to inform the discovery, then review it with the IT department.
- D. Build a proof of concept to present to the client and ask them for feedback.

Answer: B

Explanation:

Step 1: Requirement

Define workflow for call center users focused on prior authorization status checks.

Step 2: Best Practice for Workflow Discovery

Discovery should be user-centered, involving direct engagement with actual users (personas).

Observing and documenting their daily processes identifies real pain points and optimization opportunities.

Extract:

“Best practice for workflow discovery is to interview and observe key personas, document their processes, and map opportunities for automation and optimization.”

Salesforce Architect – Business Process Discovery

Other options (industry research, previous projects, or proof of concept) do not provide the necessary user insight for workflow design.

Question: 87

Bloomington Caregivers has more than 1 million patients and each patient has an average of 10 claims a year, which are maintained in an external claims system. Management would like their agents to view all the claims of patients in Salesforce on demand when they open the patient's record.

What should a consultant recommend as the appropriate integration pattern to achieve this?

- A. Add a nightly job to fetch all the claims from the external system and store them in Salesforce.
- B. Make a callout on demand to the external system and store the claims data against the patient record.
- C. Configure the claims system as an external data source and leverage external objects with the claims data.
- D. Use an Enterprise Service Bus (ESB) to load all the claims data from the external system into Salesforce.

Answer: B

Explanation:

Question: 88

A payer needs to implement a program to address the rising healthcare expenses and ensure affordable care for its members. The payer aims to strike a balance between quality care and managing the cost of care effectively by streamlining its approval processes for care requests.

Which capability in Health Cloud helps the payer accomplish this?

- A. Utilization Management
- B. Provider Network Management
- C. Intelligent Appointment Management
- D. Integrated Care Management

Answer: A

Explanation:

Step 1: Requirement Analysis

Payer needs to manage healthcare expenses while ensuring quality, affordable care.

Seeks to streamline approval processes for care requests.

Step 2: Utilization Management in Health Cloud

Utilization Management (UM) provides workflows and automation for reviewing, approving, or denying care requests. This supports balancing cost controls with quality care through evidencebased review processes.

Extract:

“Utilization Management helps payers manage costs and ensure members receive appropriate care by streamlining the review and approval process for pre-authorizations and care requests.”

Administer Health Cloud – Utilization Management

Step 3: Review of Options

- A . Utilization Management: Directly addresses care request review, cost, and quality balance.
- B . Provider Network Management: Focuses on managing provider networks, not utilization/cost review.
- C . Intelligent Appointment Management: For scheduling only.
- D . Integrated Care Management: Focuses on care coordination, not cost/approval workflow.

Question: 89

Bloomington Caregivers is looking to migrate from Service Cloud to Health Cloud to take advantage of the prebuilt healthcare features and functionality.

Which three prerequisites should Bloomington Caregivers’ administrators complete to successfully install the Health Cloud

managed package in its org?

Choose 3 answers

- A. Enable contacts to relate to multiple accounts.
- B. Enable Chatter settings from Setup.
- C. Log a support case to have person accounts enabled.
- D. Make data protection details available in records.
- E. Enable person accounts from Setup.

Answer: A, B, D

Explanation:

Question: 90

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 2 answers

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

Answer: A, C

Explanation:

Question: 91

Bloomington Caregivers is currently in the process of updating its systems as part of a corporate-wide digital transformation initiative. Which two considerations should a consultant include when configuring security, sharing, and visibility rules in Health Cloud to meet a healthcare organization's needs?

Choose 2 answers

- A. Ensure that data mask is used in production to appropriately manage protected health information (PHI).
- B. Understand customer needs, data security, privacy concerns, regulatory compliance, and sharing or visibility restrictions.
- C. Regularly review and update security, sharing, and visibility settings in Health Cloud to align with evolving needs, regulations, and organizational policies.
- D. Review Salesforce documentation and implement a standardized security and visibility model.

Answer: BC

Explanation:

When configuring security, sharing, and visibility in Salesforce Health Cloud, consultants must consider healthcare-specific requirements such as HIPAA, GDPR, and organizational policies. Two critical considerations are:

B . Understand customer needs, data security, privacy concerns, regulatory compliance, and sharing or visibility restrictions.

Healthcare data involves PHI (Protected Health Information), which requires strict compliance with HIPAA and regional regulations.

Consultants must tailor security models to meet specific privacy and compliance requirements.

C . Regularly review and update security, sharing, and visibility settings in Health Cloud to align with evolving needs, regulations, and organizational policies.

Regulations change, and so do organizational needs. Security and sharing rules must be reviewed and updated periodically to ensure ongoing compliance and relevance.

Why not the others?

A . Ensure that data mask is used in production to appropriately manage PHI.

Salesforce Data Mask is a tool for sandbox data anonymization, not for production. PHI in production should be secured using encryption, field-level security, and sharing rules—not Data Mask.

D . Review Salesforce documentation and implement a standardized security and visibility model.

While documentation is helpful, healthcare organizations require tailored security models that fit **unique compliance and data access needs, not a one-size-fits-all model.**

Salesforce Health Cloud Reference:

Salesforce Health Cloud Security & Compliance Guidance:

“When configuring Health Cloud, ensure security models reflect customer needs, privacy concerns, and regulatory compliance (HIPAA, GDPR, etc.).”

“Review and update security, sharing, and visibility models regularly to address evolving business, regulatory, and compliance requirements.”

Question: 92

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

- 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: 93

Administrators at Bloomington Caregivers track patients’ doctor visits in Health Cloud. The administrators need to send all of their patients’ visit information to their Enterprise Resource Planning (ERP) system for a weekly billing cycle.

Which integration pattern should a consultant recommend for this?

- A. Fire and Forget with an Enterprise Service Bus (ESB) tool
- B. Nightly batch extract using an Extract, Transform, and Load (ETL) tool
- C. ERP system to call the FHIR Billing API in Health Cloud
- D. Request and Reply with an Enterprise Service Bus (ESB) tool

Answer: B

Explanation:

The scenario is about sending patients' visit information from Health Cloud to an ERP system on a weekly billing cycle.

This is a scheduled, bulk-data transfer requirement (not real-time, not request/response).

The correct integration pattern here is a batch extract using an ETL tool.

ETL tools (like Informatica, Mulesoft, Talend) are best for handling scheduled bulk data movement between Salesforce and external systems, especially for billing cycles.

The process can be scheduled nightly/weekly to pull visit data and send it to the ERP system.

Why not the others?

A . Fire and Forget with ESB – Used for real-time event-driven messaging (e.g., when an event happens, send a message immediately). Not needed here since the requirement is weekly batch.

C . ERP system to call the FHIR Billing API in Health Cloud – This would make sense if the ERP were pulling billing records via FHIR APIs, but here the need is sending visit data from Salesforce → ERP in bulk.

D . Request and Reply with ESB – Used when an external system calls Salesforce and expects an immediate response. Not applicable for scheduled, large-scale billing exports.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Integration Guide:

“For billing, claims, or other periodic back-office processes, use a batch integration pattern with an ETL tool to extract large volumes of patient and encounter data from Salesforce on a scheduled basis.”

Salesforce Integration Patterns and Practices

Salesforce Health Cloud Data Exchange

Question: 94

While setting up Advanced Therapy Management, a consultant wants to have patients associated to Care Programs during enrollment. They need to customize the Health Cloud enrollment process to match their customer's process.

What should the consultant clone to customize for the customer, while leveraging out-of-the-box Health Cloud functionality?

- A. FlexCard
- B. Flow
- C. Apex Class
- D. OmniScript

Answer: D

Explanation:

In Salesforce Health Cloud Advanced Therapy Management (ATM), the enrollment process for associating patients to Care Programs is driven by OmniStudio OmniScripts.

Salesforce provides out-of-the-box OmniScripts for patient enrollment.

Best practice: Instead of building from scratch, you clone the delivered OmniScript and then customize it to align with your customer's unique enrollment process.

This approach ensures you continue to leverage Health Cloud's standard functionality while tailoring the process flow.

Why not the others?

A . FlexCard – Displays patient/care program info but doesn't handle the guided enrollment process.

B . Flow – Standard Salesforce Flows are not used for ATM enrollment; Health Cloud leverages OmniScripts for these guided workflows.

C . Apex Class – Only needed for custom logic; cloning Apex is not recommended for configuration/customization here.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Implementation Guide – Advanced Therapy Management:

“Enrollment processes for patients into Care Programs are delivered as OmniScripts. To customize these processes, clone the standard OmniScript and modify it to meet your business needs.”

Question: 95

Bloomington Caregivers is implementing Health Cloud to streamline the process to register patients to care programs while capturing their consent. The company plans to leverage out-of-the-box Health Cloud features.

Which Health Cloud feature should a consultant recommend the company use in this scenario?

- A. Program Eligibility Omniscrypt
- B. Program Enrollment Flow
- C. Enrollment Consent OmniScript
- D. Care Plan Enrollment Flow

Answer: B

Explanation:

Question: 96

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

- 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

Data visualization and analytics in Health Cloud provide insights into patient data and care coordination but do not directly address HIPAA compliance requirements like securing PHI or controlling access. These features are more about operational efficiency than security.

Reference: Salesforce Health Cloud Admin Guide, "Analytics and Dashboards," states, "Data visualization and analytics help providers gain insights but do not include security features for HIPAA compliance."

Option B: Real-time monitoring and alerts

Real-time monitoring and alerts in Health Cloud track patient conditions or system events (e.g., missed appointments). While useful for care delivery, they do not directly enforce HIPAA's security requirements, such as access control or encryption of PHI.

Reference: Salesforce Health Cloud Admin Guide, "Monitoring and Alerts," notes, "Real-time monitoring supports care coordination but is not designed for HIPAA security compliance."

Option C: User authentication and access control

User authentication and access control are critical Health Cloud features that ensure only authorized users can access PHI, a core requirement of HIPAA. Health Cloud leverages Salesforce's robust security model, including role-based access, profiles, permission sets, and multi-factor authentication (MFA), to protect sensitive data. The Salesforce Security Guide explicitly links these features to HIPAA compliance.

Step-by-Step

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).

Reference:

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

Social media integration is not a Health Cloud feature and is irrelevant to HIPAA compliance. Sharing PHI on social media would violate HIPAA regulations, and Health Cloud does not support such **functionality**.

Reference: Salesforce Security Guide, "Best Practices for PHI," warns, "PHI must not be shared on unsecured platforms, including social media, to comply with HIPAA."

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: 97

An agent at a MedTech company requires a UI component that displays customer data and contains a link to create a new order. Once clicked, the link starts a process to build a new order and displays the **available products for purchase**.

Which three OmniStudio capabilities are required to solve this use case?

Choose 3 answers

- A. DataRaptors
- B. Integration Procedures
- C. Document Generation
- D. Flexcards

E. OmniScript

Answer: A, D, E

Explanation:

The use case describes:

A UI component to display customer data → FlexCards

A link to start a process (build a new order) → OmniScript

Retrieving and displaying available products → DataRaptors (and often Integration Procedures if orchestration is needed).

Let's map it step by step:

D . FlexCards → Used to display contextual customer data on the UI and provide clickable actions (like "Create New Order").

E . OmniScript → Guides the user through the order creation process, step by step (product selection, details, confirmation).

A . DataRaptors → Extract and load Salesforce data (e.g., retrieving available products, saving the order).

These three are the core capabilities needed.

Why not the others?

B . Integration Procedures – Helpful if the solution requires multiple data sources or orchestration, but the question doesn't explicitly state external integration or complex orchestration. If data is all within Salesforce, DataRaptors are enough.

C . Document Generation – Used to create documents (PDFs, Word, etc.), which isn't part of this order creation flow.

Salesforce Health Cloud / OmniStudio Reference:

Salesforce OmniStudio Developer Guide

“FlexCards present contextual information and actions in a UI component.”

“Use OmniScripts to guide users through business processes such as creating orders.”

“DataRaptors retrieve, transform, and save Salesforce data for use in OmniScripts and FlexCards.”

Question: 98

A customer wants to view medication data from Health Cloud leveraging FHIR standards.

Which Health Cloud data model should a consultant use?

- A. Virtual Care data model
- B. Integrated Care Management data model
- C. Clinical data model
- D. Electronic health record (EHR) data model

Answer: C

Explanation:

Question: 99

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. Objects
- B. Tasks
- C. Records
- D. Fields

Answer: C

Explanation:

Question: 100

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

Answer: C

Explanation:

In Salesforce Health Cloud, when a customer wants to view and navigate to critical patient information such as insurance, clinical, and primary care physician details, the right feature to implement is the Advanced Patient Card.

The Advanced Patient Card provides a configurable panel that displays key patient information at a glance directly on the patient's profile.

It allows quick navigation to related records (insurance coverage, care team/PCP, clinical info, etc.) without switching pages.

It's specifically designed to give providers and service representatives a 360-degree view of the patient's most important details.

Why not the others?

A . Enhanced Highlights Panel – This is a general Salesforce feature to show record highlights, but it's not tailored to healthcare-specific patient insights.

B . Enhanced Timeline – Useful for viewing chronological events (interactions, activities, encounters), but not for quick access to insurance/PCP details.

D . Patient Path – This is a visual guide for patient journeys or care programs, not for surfacing key profile details.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Implementation Guide – Advanced Patient Card:

“Use the Advanced Patient Card to display a patient’s most critical information—such as coverage, conditions, medications, and care team members—directly on the patient profile for easy reference and navigation.”

Salesforce Help: Advanced Patient Card

Question: 101

Bloomington Caregivers is looking to view potential drug-to-drug interactions for its patients' medications and make recommendations based on that data within Health Cloud.

Which Health Cloud add-on should a consultant recommend to fulfill this requirement?

- A. Medication Interactions
- B. RxNorm DDI Connectivity
- C. Allergy Intolerance
- D. Medication Management

Answer: D

Explanation:

Step 1: Requirement Analysis

Bloomington Caregivers wants to view potential drug-to-drug interactions for patients' medications and make recommendations based on that data within Health Cloud.

Step 2: Health Cloud Add-On for Drug Interaction

The Medication Management add-on in Salesforce Health Cloud is specifically designed to handle comprehensive medication tracking, including the ability to surface potential drug-to-drug interactions and provide recommendations for care teams.

Extract:

“With Health Cloud Medication Management, you can track all of a patient’s prescribed and OTC medications, receive potential

drug-drug interaction alerts, and use this data to provide recommendations and clinical guidance.”

Administer Health Cloud – Medication Management

Medication Interactions and RxNorm DDI Connectivity are not standalone Salesforce Health Cloud add-ons; the capability is delivered as part of the broader Medication Management feature set.

Allergy Intolerance is used to track allergy data, not drug interactions.

Question: 102

A payer is implementing Health Cloud and wants to leverage predefined rules for its prior authorization request review process. The payer would like to leverage out-of-the-box Health Cloud functionality to drive speed to value.

Which prebuilt feature should a consultant recommend the payer leverage?

- A. Integration Procedures
- B. Expression Set Templates
- C. FlexCards
- D. OmniScript Templates

Answer: B

Explanation:

Step 1: Requirement Analysis

The payer wants to use predefined rules for prior authorization request reviews, seeking out-of-the-box Health Cloud functionality for speed to value.

Step 2: Health Cloud Prior Authorization & Rules Engine

The Expression Set Templates in Health Cloud provide a prebuilt, configurable framework to automate and standardize prior authorization request reviews. These templates contain reusable logic and criteria that can be easily tailored and applied to common authorization scenarios.

Extract:

“Use Health Cloud’s prebuilt Expression Set Templates to accelerate prior authorization configuration. These templates enable

payers to implement standardized review criteria and automate decision logic without building rules from scratch.”

Administer Health Cloud – Utilization Management and Expression Sets

Integration Procedures, FlexCards, and OmniScript Templates are OmniStudio tools for integration, UI, and guided processes, but Expression Set Templates are the feature specifically designed for rules automation in Utilization Management.

Question: 103

A consultant is implementing Identity Verification for their customer's customer service representatives and needs to add a new search parameter.

Which record should the consultant configure to accomplish this?

- A. Verification Search Feature
- B. Identity Verification Process Detail
- C. Identity Verification Parameter Item
- D. Linked Identity Search Detail

Answer: C

Explanation:

In Salesforce Health Cloud’s Identity Verification framework, you can configure which search parameters (such as date of birth, SSN, phone number, etc.) are used by customer service representatives to verify a member or patient’s identity.

To add a new search parameter, you configure an Identity Verification Parameter Item record.

Identity Verification Parameter Item → Defines the actual search fields that will be used in the verification process.

These parameter items are tied to the Identity Verification Process Detail to determine how the verification is performed.

Why not the others?

A . Verification Search Feature – This controls whether identity verification search is enabled, but not the specific search parameters.

B . Identity Verification Process Detail – This defines the steps and rules of the verification process, but doesn't store the search fields themselves.

D . Linked Identity Search Detail – Used to configure linked identities across systems, not to add new search parameters.

Salesforce Health Cloud Reference:

Salesforce Help – Identity Verification in Health Cloud

“To configure the search fields that agents use for member or patient identity verification, create and manage Identity Verification Parameter Item records.”

Salesforce Health Cloud Identity Verification Documentation

Question: 104

Bloomington Caregivers has replaced its legacy Contact Center application with Health Cloud. During user acceptance testing (UAT), the call center team is reporting differences between current Identity Verification business processes and what was built in Health Cloud.

The call center manager has requested the following changes:

* Birth Date be available in results and as an optional verifier, but no longer required for verification purposes

* Add 'Bloomington ID', a custom field on Account, to search results and as a required verifier

What should a consultant do to meet these requirements?

A. Add two new Identity Verification Process Field records for 'Bloomington' to one with the Field Type set to Result Field and one with Field Type set

Optional Verifier. Delete the Birth Date record which has the Field Type value Required Verifier.

B. Add 'Bloomington ID' to the picklist choices within the Identity Verification flow and mark it as required. Remove the Birth Date record from the required fields picklist and add Birth Date to the optional verifiers picklist.

C. Add two new Identity Verification Process Field records for 'Bloomington' one with Field Type set to Result Field and one with Field Type set to Required Verifier. Change the Birth Date record with Field Type value

Required Verifier to Optional Verifier.

D. Add two new Identity Verification Process Field records for "Bloomington" Set the Field Type to Result Field and set the

Required field to true.

Answer: C

Explanation:

Step 1: Requirement Analysis

Birth Date should be a result field and an optional verifier (not required).

Bloomington ID (a custom field) should appear in search results and be a required verifier.

Step 2: Salesforce Health Cloud Identity Verification Process Configuration

The Identity Verification Process Field object in Health Cloud determines which fields are used for search results, required verification, or optional verification during the identity verification process.

You can add multiple records for a field with different purposes (e.g., one as Result Field and another as Required/Optional Verifier).

Extract:

“You can add or modify Identity Verification Process Field records to control which fields are shown as search results, required verifiers, or optional verifiers. For example, to make a field a required verifier, set Field Type to ‘Required Verifier’. To make a field show in results, set Field Type to ‘Result Field’. You can have more than one record for the same field with different Field Types.”

Administer Health Cloud – Identity Verification Process

Step 3: Actions Needed

For Bloomington ID:

Add a record with Field Type = Result Field (to display in search results)

Add another record with Field Type = Required Verifier (to make it a required field for verification)

For Birth Date:

Update the current record so that Field Type is changed from Required Verifier to Optional Verifier (to make it not required but still usable as a verifier)

Ensure there is a record with Field Type = Result Field if Birth Date should show in the results

Step 4: Review of Options

A: Incorrect; it says to delete the Birth Date Required Verifier instead of changing it to optional.

B: Not the right object/method; doesn't mention the correct object (Identity Verification Process Field).

C: Correct; matches the best practices and object structure in Health Cloud.

D: Incomplete; does not cover all configuration requirements.

Verified Answer:

C . Add two new Identity Verification Process Field records for 'Bloomington one with Field Type set to Result Field and one with Field Type set to Required Verifier. Change the Birth Date record with Field Type value Required Verifier to Optional Verifier.

Reference:

Health Cloud Identity Verification Process Setup

Question: 105

A consultant is working with an insurance provider to set up prior authorizations in Health Cloud. The provider requires a display of preauthorization outcomes from its external system which manages the end-to-end prior authorization process.

Which solution is appropriate to meet this use case?

- A. Plan Benefit and Plan Benefit Item
- B. Care Preauth and Care Preauth Item
- C. Service Preauth and Preauth Detail
- D. Care Request and Care Request Item

Answer: C

Explanation:

In Salesforce Health Cloud, when dealing with prior authorizations, the correct data model objects are:

Service Preauth → Represents the overall prior authorization request (at the header level).

Preauth Detail → Captures the individual service line items or outcomes associated with the prior authorization.

This structure allows Health Cloud to integrate with an external utilization management system that handles the full prior

authorization process. The Service Preauth object acts as the container for the request, while Preauth Detail records capture outcomes, decisions, and details returned from the external system.

This is exactly suited to the requirement:

“The provider requires a display of preauthorization outcomes from its external system which manages the end-to-end prior authorization process.”

Why not the others?

A . Plan Benefit and Plan Benefit Item – These are used to model insurance plan coverage and benefits, not authorization workflows.

B . Care Preauth and Care Preauth Item – These are older, deprecated objects in favor of the Service Preauth data model.

D . Care Request and Care Request Item – These are used to track referrals and service requests (e.g., a doctor requesting lab work), but not prior authorization outcomes.

Salesforce Health Cloud Reference:

Salesforce Health Cloud Developer Guide – Utilization Management Data Model:

“The Service Preauth object represents the prior authorization request and its details. The Preauth Detail object contains service line items and outcomes for the prior authorization request.”

Salesforce Help: Utilization Management Data Model

Salesforce Health Cloud Implementation Guide – Prior Authorizations

Question: 106

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

A. Account Contact Relationship

B. Healthcare Taxonomy

- C. Healthcare Practitioner Facility
- D. Healthcare Provider Relationship

Answer: C

Explanation:

Question: 107

Bloomington Caregivers has created and tested its first care plan template in 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 2 answers

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

Answer: A, C

Explanation:

Step 1: Requirement Analysis

After deploying a care plan template (including problems, goals, and tasks) via Data Loader to the final environment, users must be able to use the new template for creating care plans in production.

Step 2: Salesforce Health Cloud Documentation Guidance

According to the official Health Cloud administration guide, two key post-deployment steps are required:

1. Confirm User Access to Care Plan Objects

Users must have the correct permissions to view, create, and use care plan templates and related records. This involves assigning the appropriate permission sets or profiles to allow access to the Care Plan, Care Plan Template, and related objects.

Extract:

“Ensure users have the necessary permissions to access care plan templates and related objects so they can view and apply templates to patients’ care plans.”

Administer Health Cloud – Care Plans and Permissions

2. Activate the New Care Plan Template

Templates (and their related records) must be activated after being deployed to make them available for use by end users. Care plan templates in Salesforce Health Cloud have an “Active” status that must be set to “True” or “Activated” before users can select them when creating new care plans.

Extract:

“After importing care plan templates and related data, administrators must activate the template to make it available to care coordinators and clinicians.”

Administer Health Cloud – Deploying and Activating Care Plan Templates

Other Options:

B . Activate the problems, goals, and tasks associated with the template:

Not required as a separate step. When you activate the care plan template, its associated problems, goals, and tasks become available.

D . Conduct end-user training:

While important, it is not a required technical step for enabling the template after deployment.

Verified Answers:

A . Confirm User access to Care Plan objects.

C . Activate the new care plan template.

Reference:

Administer Health Cloud – Care Plan Templates

Administer Health Cloud – User Setup

Question: 108

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?

- A. Benefits Eligibility and Verification
- B. Intelligent Appointment Management