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QUESTIONS & ANSWERS
DEMO VERSION
(LIMITED CONTENT)

Question 1

Question Type: MultipleChoice

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?

Options:

- 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."

* 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 2

Question Type: MultipleChoice

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

Options:

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

Answer:

B, C

Explanation:

Step-by-Step Explanation:

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."

Utilization Management:

Exact Extract:

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

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 3

Question Type: MultipleChoice

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

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

Choose 2 answers

Options:

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

Answer:

A, D

Question 4

Question Type: MultipleChoice

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

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

Choose 2 answers

Options:

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

Answer:

Question 5

Question Type: MultipleChoice

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

Options:

- 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 6

Question Type: MultipleChoice

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

Options:

- 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

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