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Question: 1

If a Health Cloud administrator wanted to consume the content of an HL7 v2 C Simple Application message, which step would they need to take?

A. Do Nothing C Health Cloud works out of the box with native HL7 message
B. Use salesforce Connect
C. Write a custom apex class to consume parse and store a native HL7 message
D. Use an HL7 broker/engine to transform the text based HL7 message into JSON and pass it to the Health Cloud.

Answer: D

Explanation:

Health Cloud does not support native HL7 messages out of the box, so option A is incorrect. Option B is also incorrect, because Salesforce Connect is not designed to handle HL7 messages. Option C is possible, but it would require a lot of custom code and maintenance, and it is not recommended by Salesforce. Option D is the best option, because it uses an external HL7 broker/engine to convert the HL7 message into JSON, which can be easily consumed by Health Cloud using the standard REST API or the Health Cloud Data Loader12

Question: 2

Which resource within health cloud facilitates the easy exchange of data between Health Cloud and the client Electronic Medical Records

A. Health Cloud has a built in HL7 integration Engine
B. Health cloud has prebuilt connections for the top ten EMRâs
C. Health cloud has a lightning component button automatically configured to âExport to EMRâ
D. Health cloud has published data mappings from commonly used HL7 message to the Health Cloud data model

Answer: D

Explanation:

Health Cloud does not have a built-in HL7 integration engine, so option A is incorrect. Option B is also

incorrect, because Health Cloud does not have prebuilt connections for any EMRs. Option C is incorrect, because there is no such lightning component button automatically configured to export to EMR. Option D is correct, because Health Cloud provides data mappings from commonly used HL7 messages (such as ADT, ORU, and RDE) to the Health Cloud data model, which can help developers and integrators map the data from external systems to Health Cloud objects and fields12.

Question: 3

What is the latest FHIR model aligned to Health Cloud?

A. V5
B. V4
C. V3

D. V1

Answer: B

Explanation:

FHIR (Fast Healthcare Interoperability Resources) is a standard for exchanging healthcare information electronically. FHIR V4 is the latest version of FHIR, and it is aligned with Health Cloud3. Option A is incorrect, because there is no FHIR V5 yet. Option C is incorrect, because FHIR V3 is an older version of FHIR that is not aligned with Health Cloud. Option D is incorrect, because FHIR V1 is also an older version of FHIR that is not aligned with Health Cloud.

Question: 4

When bringing in the Business identifier for patient record from external system like EHRs, which entity is most suitable to hold that information in Health cloud?

A. Sourcesytem identifier
B. Contacts
C. Account
D. Identifier

Answer: A

Explanation:

SourceSystemIdentifier is a custom object in Health Cloud that stores the business identifier for patient records from external systems like EHRs3. Option B is incorrect, because Contact is a standard object in Salesforce that stores the personal information of patients or members. Option C is incorrect, because Account is a standard object in Salesforce that stores the organizational information of providers or payers. Option D is incorrect, because Identifier is a field on the EhrPatient object in Health Cloud that stores the unique identifier for patient records within Health Cloud3.

Question: 5

Which two interoperability standards are support by salesforce to facilitate the exchange of health data? (Choose two)?

A. EDI ANSI X1- Recall Concept/Remainder 2
B. FHIR V4 (Fast Healthcare interoperability Resources)
C. The Direct Standard
D. HL7 V2- Simple Application3 C Apply to real word/Analyze / Evaluate (Health Level Seven)
E. DICOM (Digital Imaging and communications In Medicine

Answer: A,B,D

Explanation:

FHIR V4 and HL7 V2 are two interoperability standards that are supported by Salesforce to facilitate the exchange of health data32. Option A is incorrect, because EDI ANSI X12 is a standard for exchanging business transactions, not health data. Option C is incorrect, because The Direct Standard is a standard for secure email communication, not health data. Option E is incorrect, because DICOM (Digital Imaging and Communications in Medicine) is a standard

for storing and transmitting medical images, not health data.

Question: 6

Which three medication related FHIR resources are supported in the new data model of Health cloud (Choose Three)

A. Medical Administration
B. Medication
C. Dosage
D. Medication Dispense
E. Medical Request

Answer: A,B,D,E

Explanation:

FHIR V4 and HL7 V2 are two interoperability standards that are supported by Salesforce to facilitate the exchange of health data32. Option A is incorrect, because EDI ANSI X12 is a standard for exchanging business transactions, not health data. Option C is incorrect, because The Direct Standard is a standard for secure email communication, not health data. Option E is incorrect, because DICOM (Digital Imaging and Communications in Medicine) is a standard for storing and transmitting medical images, not health data.

Question: 7

With regards to Integration/Interoperability, which three statement are true about health cloud? (Choose Three)

A. The New clinical data model in health cloud is aligned with FHIR R4 standards.
B. Health cloud support data exchange with both HL7 and FHIR enabled systems.
C. Most EHR (Electronic Health Record) data exchange today is still done via legacy HL7 v2 C simple application interface.
D. Health cloud has a FHIR server.
E. The new clinical data model in Health cloud is aligned with HL7 v2-simple application standard.

Answer: A,B,C

Explanation:

According to the [Health Cloud Integration and Interoperability Guide], the new clinical data model in Health Cloud is aligned with FHIR R4 standards, which is the latest version of the FHIR specification. Health Cloud supports data exchange with both HL7 and FHIR enabled systems, using different methods such as MuleSoft connectors, Salesforce APIs, or third-party integrations. Most EHR data exchange today is still done via legacy HL7 v2 C simple application interface, which is a widely adopted standard for exchanging clinical and administrative data. Health Cloud does not have a FHIR server, but it can connect to external FHIR servers using APIs or MuleSoft connectors. The new clinical data model in Health Cloud is not aligned with HL7 v2-simple application standard, which is a different standard from FHIR.

Question: 8

Which steps should a salesforce administrator complete to set up a warehouse that serves as a product fulfillment location to salesforce representative in a specific region, irrespective of the account? (Choose three)

A. Create Inventory Location and add Visitor Address as Location Address.
B. Create Record in Product Fulfillment Location.
C. Set-up Product Transfer and product request.
D. Select inventory location while creating visit
E. Create a product item entry inventory, a single entry for each product that will be replenished from industry.

Answer: A,B,E

Explanation:

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

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

Create Record in Product Fulfillment Location. This step defines the product fulfillment location for the inventory location and assigns it to a specific region.

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

Question: 9

Which two preference must a salesforce administrator enable to begin using Intelligent Sales for Medical Devices? (Choose two)

A. Visit Inventory Management
B. Intelligent Sales
C. Action Plans
D. Lightning Flows
E. Lightning App builder

Answer: A,B

Explanation:

Reference and details below.

Question: 10

Dr. Jill Mikel at Tahoe Hospital would like to improve the management of patient visits.

Which steps should the salesforce Administrator complete to setup a patient visit Process? (Choose two)

A. Create a Task and add task to an action plan template.
B. Create flow for the business process.
C. Create a task and add the task to visit creation.
D. Create an action plan template add flow and published the template.

Answer: A,B,D

Explanation:

Reference and details below.

Question: 11

A sales Representative wants to request a Rep-to-Rep Transfer.

What two paths are available to request the transfer? (Choose two)

A. Under visit, choose to navigate to visit Products.
B. The transfer can be requested while creating an Order Authorization for a Visit.
C. To Request the transfer, navigate to product, then choose the specific inventory location against which to request the transfer.
D. During Visit creation you can request the transfer while selecting products required for a visit.

Answer: A,B,C

Explanation:

According to the Salesforce documentation1, there are two ways to request a rep-to-rep transfer in Health Cloud:

When creating an order authorization for a visit, you can request a transfer from another repâs inventory location by selecting the Transfer option in the Product Selection screen1.

To request a transfer from a specific inventory location, you can navigate to Products, select the product you want to transfer, and then click Request Transfer in the Related list1.

Question: 12

Which Salesforce Product allows encryption of Protected Health Information (PHI) data at rest to enhance Health Cloud?

A. Shield
B. Tableau CRM
C. Health Cloud
D. Service Cloud

Answer: A

Explanation:

Shield is a Salesforce product that allows encryption of protected health information (PHI) data at rest to enhance Health Cloud2. Shield Platform Encryption encrypts sensitive data at rest without compromising critical platform functionality. It helps you address privacy policies, regulatory requirements, and contractual obligations for data protection2.

Question: 13

A Health Cloud administrator has to provide the DevOps team access to production copy sandboxes for investigation and fixes.

How can be administrator ensure that all privacy, compliance and regulatory requirement are met.

A. Install Mask and anonymize sensitive data on production copy sandboxes.
B. Only allow offshore team access to production copy sandboxes if they have taken compliance training and are certified to have access.
C. Only allow onshore team access to Health cloud objects on production copy sandboxes.
D. Install Shield only in production copy sandboxes.
E. Install shield and encrypted all PII data on production sandboxes.

Answer: A

Explanation:

Mask is a Salesforce product that helps you anonymize sensitive data in production copy sandboxes to ensure privacy, compliance, and regulatory requirements are met3. Mask replaces sensitive data with fictitious yet realistic data that

preserves the characteristics of the original data. It also prevents unauthorized access to sensitive data by masking it before it is copied to a sandbox3.

Question: 14

Makana Pharmaceutical is planning to run a Patient support program on Health Cloud. A System Administrator has been tasked to ensure the platform encryption has been configured. The patientâs name is stored on firstname and lastname fields on the person account record. Firstname and Lastname field have been identified as holding PHI (Personal Health Information) data. They are also important search criteria commonly used by Users to find a patient record. The Compliance team has indicated that all PHI Data must be encrypted at rest.

What is the best practice for platform encryption configuration for this solution?

A. Encrypt all PHI/PII data
B. Encrypt all data
C. Use Class Encryption to encrypt field identified as PHI
D. Use a Deterministic Encryption Policy on Account FirstName & LastName fields.
E. Use a Probabilistic Encryption Policy on Account FirstName & LastName fields.

Answer: D

Explanation:

Deterministic encryption is a type of encryption policy that allows you to encrypt fields that are used as search criteria, such as FirstName and LastName fields on the Account object. Deterministic encryption ensures that identical plaintext values always result in identical ciphertext values, which enables searching and filtering on encrypted fields. This is suitable for PHI data that needs to be encrypted at rest but also searchable by users.

Question: 15

Which action is Possible in the program enrollment flow when adding in âEnroll in Programâ quick action to a record? (Choose three)

A. Starting a new blank care plan
B. Signing enrollment consent form
C. Seeing a list of all product and selecting applicable products
D. Selecting the provider associate with a product
E. Creating a new care program

Answer: A,B,D

Explanation:

According to the [Health Cloud Implementation Guide], the three actions that are possible in the program enrollment flow when adding in âEnroll in Programâ quick action to a record are:

Starting a new blank care plan. This action allows you to create a new care plan for the patient based on their needs and goals.

Signing enrollment consent form. This action allows you to capture the patientâs consent for enrolling in a program

using an e-signature tool.

Selecting the provider associated with a product. This action allows you to choose the provider who will deliver the product or service to the patient as part of the program. Seeing a list of all products and selecting applicable products is not an action in the program enrollment flow. Creating a new care program is not an action in the program enrollment flow.

Question: 16

Which type of files can be uploaded as Consent Documents in secure folders of Health Cloud for a Care Program? (Choose two)

A. Copy-protected PDF files
B. Opt out consent documents
C. Authorization consent forms
D. Files that are smaller than 2 C Simple Application 5MB
E. Password protected files

Answer: A,C,D

Explanation:

According to the Salesforce documentation1, consent documents are files that capture the enrolleeâs consent to participate in a care program. Consent documents can be uploaded as PDF, DOC, DOCX, or JPG files in secure folders of Health Cloud for a care program. The file size limit for consent documents is 2 MB1. Therefore, options C and D are correct. Option A is incorrect, because copy-protected PDF files cannot be uploaded as consent documents. Option B is incorrect, because opt out consent documents are not used to enroll in a care program, but to withdraw from it. Option E is incorrect, because password protected files cannot be uploaded as consent documents.

Question: 17

In which two ways can Life Science organizations capture consent from enrollees of Care Program? (2 C Simple Application correct options) Options not visible

A. By engaging in a web chat with an agent who presents consent forms in chat window.
B. By sending an email that then create a case using email-to-case.
C. By talking to an agent via phone who then enrolls the patient
D. By submitting consent Via SMS using Einstien Chat bot.
E. By using a Self-Service portal via a Community.

Answer: A,C,E

Explanation:

According to the Salesforce documentation2, there are two ways to capture consent from enrollees of a care program:

By talking to an agent via phone who then enrolls the patient using the Enroll in Program quick action in Health Cloud2.

By using a self-service portal via a community where the enrollee can view and sign the consent document

electronically using DocuSign or Adobe Sign2. Therefore, options C and E are correct. Option A is incorrect, because web chat is not a supported channel for capturing consent in Health Cloud. Option B is incorrect, because email-to-case is not a supported feature for enrolling in a care program. Option D is incorrect, because SMS is not a supported channel for capturing consent in Health Cloud.

Question: 18

In which two ways can an administrator support the Health department so that the team can efficiently assess the individual, enroll them in a program, and monitor them during emergency? (Choose two)

A. Create a healthcare provider enrollment flow
B. Install emergency Response Management unmanaged package
C. Leverage pre-configured flows provided with Health Cloud
D. Create Patient Enrollment Console

Answer: A,B,C

Explanation:

Reference and details below.

According to the Salesforce documentation3, there are two ways to support the health department so that the team can efficiently assess the individual, enroll them in a program, and monitor them during emergency:

Install Emergency Response Management unmanaged package, which provides prebuilt objects, fields, apps, tabs, reports, dashboards, and more to help health organizations manage emergency response3.

Leverage pre-configured flows provided with Health Cloud, such as Assess Individual Risk Level flow and Enroll in Program flow, which help health workers quickly assess and enroll individuals in emergency programs3. Therefore, options B and C are correct. Option A is incorrect, because there is no such thing as a healthcare provider enrollment flow in Health Cloud. Option D is incorrect, because there is no such thing as a patient enrollment console in Health Cloud.

Question: 19

Which three terms can a Life Sciences company track about a Care Program using Program Management in Health Cloud? (Choose three)

A. The clinical indicators that need to be monitored in the Care Program.
B. The products that are associated with a given Care Program.
C. The multiple marketing campaigns that enrollees are subjected to as part of the Care Program.
D. The budget & expense of the companyâs associated Care Program.
E. The Plans that enrollees have been engaged in as part of the Care Program.

Answer: A,B,E

Explanation:

According to the Salesforce documentation, a life sciences company can track the following terms about a care program using program management in Health Cloud:

The clinical indicators that need to be monitored in the care program, such as blood pressure, cholesterol level, or weight.

The products that are associated with a given care program, such as medications, devices, or services.

The plans that enrollees have been engaged in as part of the care program, such as education plan, adherence plan, or follow-up plan. Therefore, options A, B, and E are correct. Option C is incorrect, because marketing campaigns are not tracked by program management in Health Cloud. Option D is incorrect, because budget and expense are not tracked by program management in Health Cloud.

Question: 20

What is the difference between Care Program and Care Plans in Health Cloud? (Choose 1 C Recall concept / Remember.)

A. Care Programs track a patientâs overall health journey, while Care Plans are more focused on specific care needs.
B. Care Plans can be exposed in a community while Care Programs cannot.
C. Care Plans are only used by Providers & Payers while Care Programs are only used by Life Sciences companies.
D. Care Programs are just a different type of Care Plan which capture more details such as financial information.
E. Care Programs are an extension on Care Plans.

Answer: A

Explanation:

According to the Salesforce documentation, care programs and care plans are different concepts in

Health Cloud:

Care programs track a patientâs overall health journey from enrollment to completion. They provide guidance and support for patients to proactively manage their health by increasing their adherence to treatment plans.

Care plans are practical, actionable steps to support the health of a patient. They break health problems down into doable, trackable actions. They serve as the source of truth for all the individuals involved in the care of a patient. Therefore, option A is correct. Option B is incorrect, because both care programs and care plans can be exposed in a community. Option C is incorrect, because both care programs and care plans can be used by providers, payers, and life sciences companies. Option D is incorrect, because care programs are not a different type of care plan, but a separate object in Health Cloud. Option E is incorrect, because care programs are not an extension of care plans, but a related object in Health Cloud.

SAMPLE QUESTIONS

*These questions are for demo purpose only. **Full version** is up to date and contains actual questions and answers.*

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