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AP-211

Salesforce Health Cloud Accredited Professional

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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

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
B. (Persona) General physician
C. (Persona) Care coordinator
D. (Persona) Contact Center agent

Answer: A

Explanation:
Step-by-Step Explanatio n:
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.”
— 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.”
— Administer Health Cloud – Implementation Best Practices
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 Explanatio n:
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
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

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