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Topic Break Down

Topic	No. of Questions
Topic 1, Health Cloud Overview	8
Topic 2, Health Cloud Data Model	49
Topic 3, Health Cloud Features	121
Topic 4, Health Cloud Implementation	61
Topic 5, Health Cloud Integrations	33
Total	272

QUESTION NO: 1

A Salesforce Admin wants to create tasks within a Care Plan that is related to a specific problem or goal. Which three different locations in the Health Cloud console can be used to create tasks related to a specific problem or goal within a Care Plan? (Choose three.)

A. Timeline Tab

B. Care Team

C. Care Plan page
Patient List

D. Household Tab

ANSWER: A C

Explanation:

The applicable locations are the **Timeline Tab**, the **Care Plan page**, and the **Patient List**. Health Cloud care-plan tasks are used to coordinate work required to address an individual's care-plan problems and goals. From the Care Plan page, a care coordinator can add and manage tasks in the context of the selected plan, including associating the task with the relevant goal or problem. The patient-focused workflow also supports creating these care activities from the Patient List, enabling coordinators to initiate work while reviewing and managing a population of patients. The Timeline Tab provides a longitudinal patient view and supports creating a task while working in the patient's chronological care context. In each case, the task remains part of the patient's care-management workflow and can be tracked by the responsible care team members. Salesforce's Health Cloud learning materials describe care plans as the place for coordinating goals, problems, and actionable care-plan tasks, while console workflows provide patient-level access to those activities. See Salesforce Trailhead: Health Cloud Care Plans and Salesforce Health Cloud.

QUESTION NO: 2

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:

Inventory Management is the appropriate Health Cloud data model because it is designed for MedTech workflows involving medical-device inventory and field activity associated with surgical cases. It provides the data foundation for planning and tracking surgical case visits, including the facilities, cases, products, and inventory needed to support a procedure. This enables teams to coordinate device availability with planned cases and maintain traceability for inventory that is consigned, replenished, used, returned, or otherwise moved through the supply process.

The model also supports inventory-control operations such as monitoring stock at relevant locations and recording cycle-count activity. These capabilities give MedTech organizations a consistent operational view of inventory while connecting it to the surgical-case context in which products are required and consumed. Using the purpose-built data model helps a consultant configure standard Health Cloud capabilities rather than creating unrelated custom objects for core case and inventory processes. Salesforce's Health Cloud data-model documentation is available through the Salesforce Data Models Guide, and Salesforce Help provides current Health Cloud Inventory Management resources through its Health Cloud Inventory Management search.

QUESTION NO: 3

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:

Use Experience Builder to add the Provider Search component to a page on the site because Provider Search is surfaced to unauthenticated or authenticated external audiences through an Experience Cloud site page. Adding and publishing the component exposes the search interface in the site's navigation and page experience, allowing the external user to submit provider-search criteria and view the returned information. The site must also enforce the user's Salesforce data permissions when the component retrieves searchable provider data.

Give the site user profile Read access to the Care Provider Searchable Field object because this object supplies the field configuration and searchable provider attributes used by the Provider Search experience. External users need object-level read permission in order for the component to retrieve and display applicable search-result data under that user's security context. These two changes work together: the Experience Cloud page makes the feature available to the audience, while read access enables the audience to access the data needed for results. Salesforce's Health Cloud documentation describes configuring Provider Search for Experience Cloud and applying the required access controls for site users. See Salesforce Help: Provider Search and Salesforce Help: Experience Cloud Sites.

QUESTION NO: 4

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:

Records is correct because Health Cloud's privacy configuration requires Data Protection and Privacy to be enabled at the record level for the applicable people-related entities. Enabling records allows the organization to associate privacy information with individual lead, contact, and person account records. This supports managing data-protection details and privacy preferences in the context of the actual person whose information is being stored and used.

For Bloomington Caregivers, the relevant data subjects can first exist as leads and can later be represented by contacts or person accounts. Record-level enablement provides a consistent way to maintain privacy-related information across those lifecycle stages. Administrators can then use Salesforce's Data Protection and Privacy capabilities to support processes such as tracking a person's privacy preferences and appropriately handling personal data. This setup is especially important in Health Cloud implementations, where patient, member, caregiver, or prospective-care-recipient information must be handled with appropriate privacy controls from the initial configuration onward.

Salesforce describes the Data Protection and Privacy feature and its purpose in its Data Protection and Privacy Trailhead module. Additional setup information is available in Salesforce Help: Data Protection and Privacy.

QUESTION NO: 5

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: A B C

Explanation:

Location, **Healthcare Facility**, and **Facility Address** together support modeling a healthcare organization and the physical places where representatives may need to work onsite. A Healthcare Facility represents a care-delivery site, such as a hospital, clinic, or other facility associated with an organization. This provides the business and clinical context for the site being represented.

Facility Address stores address information for a healthcare facility. It enables the organization to maintain the site-specific address details needed for routing, territory planning, visit preparation, and displaying relevant facility information to field representatives. A facility can require address information that is distinct from, or more detailed than, general account-level address fields.

Location is the standard Salesforce object for representing a physical place and supports geographic information, including address and geolocation data. It can therefore be used where a reusable physical-location record and map-oriented context are needed. Using these records in combination lets the organization relate account and facility context to accurate site and geographic information for onsite engagement. See Salesforce's Health Cloud data model documentation and the Location object reference.

QUESTION NO: 6

A client wants to store data for patient's smartwatch to display within the Remote Monitoring charts. What object would you store this information in?

A. DiagnosticSummary

B. Care Observations

C. Clinical Encounters

D. Identifiers

ANSWER: B

Explanation:

Care Observations is the appropriate object for smartwatch readings that must appear in Health Cloud Remote Monitoring charts. A care observation represents a clinical or patient-generated measurement associated with a patient, such as a heart-rate reading, blood-pressure value, weight, blood-glucose value, oxygen saturation level, or another device-derived vital-sign measurement. Smartwatch data is generally received as a series of timestamped readings, and Care Observation

records provide the clinical measurement structure needed for Health Cloud to retain those readings over time and present trends visually.

For Remote Monitoring, the meaningful components are the observed value, measurement type, observation date and time, and the patient to whom the measurement belongs. Recording each incoming device measurement as a Care Observation enables the Remote Monitoring experience to retrieve the patient's longitudinal data and render it in charts for care-team review. This also supports appropriate clinical context by relating the observation to the relevant patient and, where applicable, the care plan or program managing the patient's condition.

Salesforce documents Care Observation as a Health Cloud clinical object in the Health Cloud Object Reference. See also Salesforce's Remote Monitoring documentation for the Remote Monitoring feature context.

QUESTION NO: 7

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: B

Explanation:

Define a PGI Library and care plan templates using the library. is the appropriate recommendation because it creates a standardized, reusable clinical-care framework while still allowing coordinators to tailor an individual patient's plan when needed. In Health Cloud, a PGI Library is designed to hold reusable problem, goal, and intervention definitions. A consultant can organize approved PGIs in this shared library, ensuring that care teams use consistent terminology, expected outcomes, and intervention structures across patients with similar needs.

Care plan templates can then assemble the applicable library entries into predefined starting points for common care scenarios. When a coordinator creates a patient care plan from a template, the relevant problems, goals, and interventions are available without requiring the coordinator to build the same care structure repeatedly. This supports efficient plan creation, promotes clinical and operational consistency, and makes governance easier because reusable PGIs can be maintained centrally. The patient-specific care plan remains the working record where the coordinator can personalize dates, ownership, progress, and other details for that patient.

For Health Cloud care-plan concepts and configuration guidance, see Salesforce's Care Plans documentation and the Health Cloud Care Management Trailhead module.

QUESTION NO: 8

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:

Health Cloud's Discovery Framework is designed to model and deliver structured, reusable data-collection experiences, including clinical intake assessments. **Question Bank** is a core capability because it provides a centralized source of reusable questions that can be organized and used across assessment definitions. This promotes consistency when the hospital needs to collect the same clinical or demographic information in multiple intake workflows.

Branching enables an assessment to respond to information already provided by the patient or care-team user. Consultants can use conditional paths to present follow-up questions that are relevant to a particular response, supporting a more appropriate and efficient intake experience. **Scoring** enables assessment responses to be evaluated using configured scoring logic. This lets an organization derive meaningful assessment results from captured answers, such as an intake score that can support downstream clinical or operational processes.

Together, these capabilities allow assessment designers to build maintainable, adaptive, and evaluable intake questionnaires rather than relying on static forms. Salesforce documents Health Cloud capabilities and its configuration resources in the Salesforce Health Cloud documentation and the Health Cloud Trailhead module.

QUESTION NO: 9

A Health Cloud organization must retain a long-term history of changes to selected PHI fields for compliance reviews. Which Salesforce Shield capability should the administrator use?

A. Platform Encryption

B. Event Monitoring

C. Field Audit Trail

D. Salesforce Data Mask

ANSWER: C

Explanation:

Field Audit Trail is the correct Salesforce Shield capability because it extends field-history retention and allows organizations to define policies for retaining archived field-history data for up to 10 years. This helps an organization preserve an auditable history of changes to selected fields containing sensitive patient or member information.

Platform Encryption protects supported data at rest, while Event Monitoring records user and system activity. Data Mask is used to obfuscate sensitive data in sandbox environments. Field Audit Trail is the Shield feature specifically intended for long-term field change-history retention. See Salesforce Field Audit Trail documentation and the Salesforce Shield overview.

QUESTION NO: 10

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:

Business Rules Engine, **Utilization Management data model**, and **Out-of-the-box Process libraries** work together to support a prior-authorization implementation for a health plan. Business Rules Engine lets the organization externalize and maintain decision logic, such as clinical, service, and member-eligibility criteria, so that authorization determinations can be evaluated consistently without embedding each rule directly in custom code. The Utilization Management data model supplies the industry-specific records and relationships needed to represent authorization requests, services, reviews, decisions, and related utilization-management activity. This provides a structured system of record for the authorization lifecycle. Out-of-the-box Process libraries provide reusable industry process assets that accelerate implementation of common payer workflows, including the orchestration of authorization intake, review, decisioning, and downstream communications. Together, these capabilities allow the plan to apply predefined criteria while retaining a modeled, auditable authorization process and reducing the amount of custom configuration required. Salesforce documents Business Rules Engine as an Industries capability for configuring and executing business decisions, and Health Cloud's utilization-management capabilities are designed for payer authorization workflows. See Salesforce Business Rules Engine documentation and Salesforce Health Cloud Utilization Management documentation.

QUESTION NO: 11

A Health Cloud administrator is working on a call center implementation and has to ensure that the phone numbers passing through the CTI settings display the matching contact record via Screen Pop. Which custom metadata type within Health Cloud should the administrator update to achieve this requirement?

A. Flow Session Setting -> CallCenterFlow

B. Feature Flag Setting -> CTIDriverSetting

C. Job Flow Setting -> ConsoleDisplayValue

D. Health Cloud Setting -> HcFeatureDriver

ANSWER: D

Explanation:

Health Cloud Setting -> HcFeatureDriver is the applicable Health Cloud custom metadata configuration for enabling and directing Health Cloud feature behavior, including the CTI-driven screen-pop behavior used by a call-center implementation. The administrator updates the relevant HcFeatureDriver metadata record so that an incoming phone number received through the CTI integration is evaluated by the Health Cloud contact-matching behavior and the corresponding contact can be opened in the console. This configuration-driven approach is important because it allows the managed Health Cloud feature to recognize and apply the intended driver without requiring a code deployment. Custom metadata is designed for application configuration that can be packaged, deployed, and consistently promoted between environments, which makes it appropriate for an implementation setting such as CTI screen-pop routing. After updating the metadata, the administrator should test calls with normalized phone-number values and validate that the CTI adapter passes the expected number format. Salesforce documents the purpose and deployment behavior of custom metadata types in its Custom Metadata Types overview. For broader Health Cloud implementation context, see the Health Cloud Basics Trailhead module.

QUESTION NO: 12

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 EMR's

C. Health cloud has a lightning component button automatically configured to 'Export to EMR'

D. Health cloud has published data mappings from commonly used HL7 message to the Health Cloud data model

ANSWER: D

Explanation:

Health cloud has published data mappings from commonly used HL7 message to the Health Cloud data model is correct because these mappings provide an implementation resource for translating clinical and administrative information from an electronic medical record into the Health Cloud data model. HL7 version 2 messages are widely used by healthcare organizations for exchanging events and data such as admissions, discharges, transfers, patient demographics, appointments, and results. A published mapping helps an implementation team identify the appropriate Health Cloud objects and fields that correspond to data elements in an inbound or outbound HL7 message. This reduces the effort and ambiguity involved in designing an integration, while still allowing the customer's integration layer to perform message transformation, routing, validation, and error handling. The mappings support a consistent approach to interoperability rather than requiring every project to infer how EMR message segments should be represented in Salesforce. Health Cloud's data model and integration capabilities are intended to be used with an organization's integration architecture to connect clinical systems and surface a unified view of patient information. See the Salesforce Health Cloud Developer Guide and Salesforce's integration patterns guidance for related implementation context.

QUESTION NO: 13

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: C D E

Explanation:

"Set Account and Contract to Private," "Set Contact to Controlled by Parent," and "Set Health Details to Controlled by Parent or Private" establish the required baseline record-access model for separating Health Cloud patient information from existing Service Cloud users. Person accounts use the underlying Account and Contact sharing model. Therefore, making Account and Contract records private prevents users from gaining default access to patient account records, while making Contact access controlled by the parent ensures contact records inherit access from their associated account rather than being exposed independently.

Health details can contain sensitive healthcare information and must similarly be restricted through the organization-wide default. Using Controlled by Parent where the data is related to a patient record preserves consistent access inheritance; using Private supports a model where access is granted only through explicit sharing, role hierarchy access where applicable, or other authorized mechanisms. These defaults implement least-privilege access, after which the Health Cloud business unit can be granted the access it needs through sharing rules, teams, permission sets, and other approved sharing mechanisms. Salesforce describes organization-wide defaults as the baseline level of access for records and recommends opening access only when a business need requires it. See Salesforce: Organization-Wide Defaults and Salesforce Trailhead: Control Access to Records.

QUESTION NO: 14

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 – 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:

The New clinical data model in health cloud is aligned with FHIR R4 standards because Health Cloud's clinical capabilities use a healthcare data model designed to represent clinical information consistently with the modern FHIR resource-based interoperability approach. This alignment makes it easier to map clinical concepts and exchange healthcare data while retaining Salesforce's native data-model capabilities. Health cloud support data exchange with both HL7 and FHIR enabled systems because healthcare organizations commonly operate a mixture of established HL7 version 2 interfaces and newer FHIR-based APIs; Health Cloud integrations can accommodate these formats, typically through integration tooling and APIs. Most EHR (Electronic Health Record) data exchange today is still done via legacy HL7 v2 – simple application interface because HL7 version 2 remains widely deployed for operational messages such as admissions, discharges, transfers, orders, and results. Therefore, interoperability planning must support both the broadly installed HL7 version 2 ecosystem and the growing adoption of FHIR. Salesforce's Health Cloud data-model documentation provides the relevant platform context, while HL7's own resources describe FHIR and the continuing HL7 version 2 standard: Salesforce Health Cloud Data Model Overview and HL7 FHIR Overview.

QUESTION NO: 15

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:

Leverage Person Account is correct because Health Cloud models an individual patient as a person account. A person account combines account and contact capabilities into one record, providing a unified representation of a person with whom the provider organization has a relationship. This model is particularly appropriate for a large provider system because the patient record can hold person-specific demographic and relationship information while also supporting the account-side functionality needed for business processes and data management.

In Health Cloud, person accounts are used as the foundational patient representation and can be associated with clinical, care-management, and engagement information. This supports a longitudinal view of the patient while retaining the standard Salesforce data model capabilities that Health Cloud extends. Before implementing this model, the consultant should confirm that person accounts are enabled in the Salesforce org, as enabling them is a significant org-level decision. Salesforce's Health Cloud data model documentation identifies person accounts as the standard way to represent patients, and Salesforce's platform documentation describes how person accounts combine account and contact fields and behavior. See Salesforce Health Cloud Data Model and Salesforce Person Accounts.

QUESTION NO: 16

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: C D

Explanation:

A Rep-to-Rep Transfer can be initiated from the product and inventory-location context. The representative navigates to the relevant product, selects the specific inventory location that holds the stock, and submits the transfer request against that location. This path ensures that the requested quantity is associated with the appropriate on-hand inventory source.

A transfer can also be requested as part of creating a visit. While selecting the products needed for the visit, the representative can request a transfer for the required product quantity. This embeds inventory fulfillment in the visit-planning workflow, allowing a representative to obtain the products needed to execute the planned customer interaction without leaving the visit-creation process.

Both paths support the same business outcome: moving inventory between representatives while retaining the product, source-location, and visit-related context needed for inventory management and field execution. Salesforce Industry Cloud capabilities support inventory-aware workflows and guided business processes for industry users. See the Salesforce Help documentation and Salesforce's Life Sciences solutions overview for product and industry-process guidance.

QUESTION NO: 17

Which three activities does "The Social Determinants" feature in Health cloud help providers perform? (choose three.

A. Integrate service such as transportation and meal delivery into their patient care plans and programs.

B. Track determinants and barriers to care across their patient populations

C. Automatically import credit scores and income information into the patient record in Health cloud

D. Track the influence of the social network of the patient on the patients' health outcomes

E. Plan interventions to help address the barriers to care within their patient populations

ANSWER: A B E

Explanation:

Health Cloud Social Determinants of Health functionality is designed to make nonclinical factors affecting a person's ability to receive care visible and actionable in care delivery. "Track determinants and barriers to care across their patient populations" is correct because providers can capture, categorize, and review social and environmental needs that affect access, adherence, and outcomes. This supports both individual care coordination and population-level insight into unmet needs.

"Plan interventions to help address the barriers to care within their patient populations" is also correct. Care teams can use the identified needs to coordinate actions and services that reduce barriers, incorporating those actions into broader care-management processes. "Integrate service such as transportation and meal delivery into their patient care plans and programs" is correct because referrals and community-based support services can be connected to care plans to address practical needs that influence health.

Together, these capabilities support a whole-person approach: identify social needs, understand their impact across a population, and coordinate appropriate interventions and services. Salesforce describes Health Cloud as supporting connected care and care coordination for healthcare organizations. See Salesforce Health Cloud and the Salesforce Help search for Social Determinants of Health.

QUESTION NO: 18

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 is the appropriate Health Cloud capability because it provides a longitudinal, patient-centered view of medication information. Providers can use it to review current and historical prescriptions in a consolidated context, supporting an informed understanding of the patient's medication regimen over time. This visibility is especially valuable during medication reconciliation, transitions of care, and routine clinical reviews, when a complete prescription history can help the care team identify the medications that should be considered in treatment planning.

Health Cloud's clinical data model includes medication-related records that can represent medication requests and medication statements, enabling medication data to be organized in the patient's clinical record. By surfacing this information for care teams, Medication Management supports coordinated care and helps providers make decisions using a more complete picture of the patient's treatment history. Salesforce describes Health Cloud as supporting interoperable clinical data and patient information management; medication data is among the clinical information that can be brought into the unified patient view. See Salesforce Health Cloud Medication Management documentation and Salesforce Health Cloud.

QUESTION NO: 19

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:

Install Mask and anonymize sensitive data on production copy sandboxes. A production-copy sandbox can contain records copied from production, including protected health information, personally identifiable information, and other sensitive Health Cloud data. Before granting DevOps personnel access for troubleshooting or remediation, the administrator should use Salesforce Data Mask to transform sensitive fields in the sandbox. Data Mask supports masking, randomizing, deleting, or replacing data while preserving the general structure and usability of the records needed for development, testing, and investigation. This helps enforce data-minimization principles by ensuring the team works with de-identified values rather than real patient or member information. A masking configuration can be applied after a sandbox is refreshed so that the copied dataset is sanitized before it is used operationally by the DevOps team. This approach is specifically designed to reduce exposure of sensitive production data in nonproduction environments and supports organizational privacy, security, and regulatory controls. Salesforce documents Data Mask as a managed package for masking sensitive data in sandboxes;

administrators should also align the masking rules and access process with their organization's compliance policies. See Salesforce Data Mask documentation and Salesforce Data Mask Developer Guide.

QUESTION NO: 20

What are the two steps required to create Health care providers for Health program?Choose two

A. Add NPI for associated provider

B. Choose associated facility for Care Program.

C. Add the UPIN

D. Create Care Program Providers from the App Launcher

E. Create a care program health care provider with an associated care prgm provider

ANSWER: D E

Explanation:

To make a health care provider available within a care program, an administrator first uses the Care Program Providers workspace, which is accessed from the App Launcher. This is where the care-program-provider record is created and maintained as part of Health Cloud care-program setup. After that foundational provider record exists, a Care Program Health Care Provider record is created to associate the health care provider with the applicable care program provider. This association is the key configuration that identifies the provider in the context of the care program and supports program-related provider management.

Therefore, the required actions are *Create Care Program Providers from the App Launcher* and *Create a care program health care provider with an associated care prgm provider*. Health Cloud care programs organize the participants, providers, and services involved in delivering coordinated care; provider relationships must be represented by the relevant care-program records rather than only by an external identifier. Salesforce's Health Cloud learning material provides background on care-program administration and its related records: Health Cloud Administration Basics. For current Health Cloud product documentation and setup guidance, see Salesforce Health Cloud Help.

QUESTION NO: 21

The Salesforce administrator for ABC Policies Inc, a Health Care Payer Organization, would like to enable the members to enroll in and out of Care Program multiple times. Where, within Health Cloud Settings, should a Health Cloud administrator make changes to accomplish this requirement?

A. Program Enrollee Settings

B. Care Program Settings

C. Health Cloud Settings

D. Care Request Settings

ANSWER: A

Explanation:

Program Enrollee Settings is the correct location because enrollment behavior is governed at the program-enrollee level in Health Cloud. A program enrollee record represents the relationship between a member and a care program, including the member's enrollment status and associated dates. Health Cloud administrators use the settings for program enrollees to control whether a person can have more than one enrollment in the same care program over time. Enabling this behavior supports a realistic payer workflow in which a member may leave a program, such as after completing care or becoming ineligible, and later return when their health needs or eligibility change. This configuration preserves the distinct enrollment history rather than requiring the organization to treat a later participation period as part of the original enrollment. Administrators should configure this setting before operational users begin managing repeated program participation, so

care teams and payer staff can accurately track each enrollment cycle and its related care activities. Salesforce describes care programs and program-enrollee records as core components for managing patient or member participation in Health Cloud. See Salesforce Help: Care Programs and Salesforce Developer Documentation: ProgramEnrollee.

QUESTION NO: 22

Which of the following Salesforce and Health Cloud objects can be used to represent Provider and their relationship in a Provider Management data model? (Choose Three.)

A. Contact

B. Healthcare Practitioner Facility

C. Lead

D. Case

E. Healthcare Provider

ANSWER: A B E

Explanation:

Contact, **Healthcare Practitioner Facility**, and **Healthcare Provider** support the core provider-management model in Health Cloud. A Contact can represent an individual healthcare practitioner, retaining person-level details such as identity, professional information, and communication details. Healthcare Provider represents the provider organization, such as a hospital, clinic, medical group, or other care-delivery entity. This separation is important because an individual practitioner and the organization through which they provide care are distinct entities with their own attributes and business relationships.

Healthcare Practitioner Facility represents the relationship between a practitioner and a facility or provider organization. It enables the model to capture practitioner affiliations, including the facilities where a practitioner works or delivers services. This relationship-based approach accommodates the common real-world scenario in which a practitioner can be associated with multiple facilities and a facility can have many practitioners. Together, these objects provide a normalized representation of people, provider organizations, and their affiliations for provider-network and care-management use cases. Salesforce documents Health Cloud's industry data model and object model in its Health Cloud developer documentation and learning materials: Health Cloud Data Model Overview and Health Cloud Data Model Trailhead Module.

QUESTION NO: 23

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:

Advanced Patient Card is the appropriate capability because it is designed to present a concise, patient-centered view of important information directly on the patient record. A consultant can configure the card to surface high-value details such as insurance coverage, clinical information, and the patient's primary care physician, allowing care users to find these details without navigating through multiple related lists or records. The card also supports navigation from the summarized information to the associated underlying records, which meets the requirement to both view and move quickly to critical

patient data. This supports the Health Cloud goal of giving care teams a unified view of a patient and minimizing the time required to locate information needed for care coordination. Salesforce Health Cloud provides a longitudinal, connected patient view for care delivery and coordination; Advanced Patient Card is the focused profile capability for highlighting these key patient attributes and relationships. See Salesforce's Health Cloud product overview and the Health Cloud Basics Trailhead module for Health Cloud's patient-centric data and care-coordination concepts.

QUESTION NO: 24

Which permission set is needed to grant users read access to health insurance records and also create, read and update access to Utilization Management records?

A. HC Utilization Management Permission Set

B. HC Foundation permission set

C. HC Permission set license

D. The Health Cloud Member Services Permission Set

ANSWER: A

Explanation:

HC Utilization Management Permission Set is the appropriate permission set because it is designed for users who work with Health Cloud Utilization Management processes. It provides the required access pattern for this role: read access to health insurance information, along with create, read, and update capabilities for Utilization Management records. This lets utilization-management users review a member's coverage context while creating and maintaining the utilization-management work required for authorization and care-review workflows.

Salesforce permission sets are additive assignments that extend a user's access without requiring every user to receive the same profile permissions. Administrators should assign this permission set to the users performing utilization-management activities and confirm that those users also have the applicable Health Cloud license and any required underlying record access through sharing settings. Permission sets control object and field capabilities, while sharing and role-based access can further determine which individual records a user can actually view or edit.

For Health Cloud data-model context, consult the Salesforce Health Cloud Object Reference. Salesforce's general guidance on assigning and managing permission sets is available in the Permission Sets Overview.

QUESTION NO: 25

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: B D

Explanation:

Creating a flow for the business process and creating, configuring, and publishing an action plan template are the required high-level steps for establishing a reusable patient visit process in Health Cloud. The flow represents the automated business logic that supports the visit workflow, such as guiding users through the appropriate steps, updating related records, or performing process-specific automation. Associating that flow with an action plan template makes the automation available as part of the standardized process used for visits.

The action plan template is the reusable definition of the visit process. An administrator configures the template with the appropriate action-plan content and links the relevant flow, then publishes it so that the template can be used operationally. Publishing is important because it makes the configured process available for users and downstream visit-management activities. This approach lets Tahoe Hospital apply a consistent, repeatable workflow to patient visits while retaining the flexibility to update the template and automation as clinical or administrative requirements evolve. Salesforce Action Plans are designed to coordinate repeatable work through templates and associated automation. See Salesforce's Help Center and the Health Cloud Administration Basics Trailhead module for Health Cloud administration and action-plan guidance.

QUESTION NO: 26

How should Members and Patients be represented during the basic set-up of Health Cloud console for Care Coordinators and Managers as per the Salesforce recommendation?

A. The Individual data model may be used to represent Members and Patients.

B. Leveraging Candidate Accounts are the recommended approach to represent Members and Patients.

C. Salesforce recommends using Member Accounts to represent Members and Patients.

D. Leveraging Person Accounts is the recommended approach to represent Members and Patients.

ANSWER: D

Explanation:

Leveraging Person Accounts is the recommended approach to represent Members and Patients. A Person Account is designed for a business-to-consumer relationship in which a single individual is both the person being served and the account-level record. This model provides a unified representation of the individual while retaining account capabilities, including ownership, relationships, activities, and sharing behaviors. That unified structure is especially useful in Health Cloud implementations because care coordinators and care managers need a clear, person-centered record from which to view and manage care-related information.

In the Health Cloud console setup, representing members and patients as Person Accounts supports the expected care-management workflow and establishes a practical foundation for associating clinical, care-plan, and engagement information with the individual. Salesforce's Health Cloud data model documentation identifies the person account as a core representation for patients, while Salesforce's account documentation explains that Person Accounts are intended for organizations that work directly with individual people rather than business entities. See Salesforce Health Cloud data model overview and Salesforce documentation on Person Accounts.

QUESTION NO: 27

Which two steps can an administrator take to configure the care program enrollment flow? (choose two)

A. Customize the out of box enrollment flow to match requirements

B. Use the provider enrollment flow out of box.

C. Customize the provider site flow.

D. Identify the patient as approved candidate in the flow.

E. Customize the care coordinator flow for patient.

ANSWER: A D

Explanation:

"Customize the out of box enrollment flow to match requirements" is correct because Health Cloud provides a baseline care-program enrollment experience that an administrator can adapt in Flow Builder to reflect the organization's intake process, required information, eligibility logic, and enrollment actions. Starting with the supplied flow supports a consistent implementation while still allowing the process to align with local clinical and operational requirements.

“Identify the patient as approved candidate in the flow.” is also correct because enrollment must be driven by a determination that the patient is appropriate for the care program. The flow can incorporate the organization’s candidate approval or eligibility status as a decision point before creating or completing the patient’s care-program enrollment. This ensures that enrollment follows the intended care-management workflow and that only approved candidates proceed into the program. Salesforce’s care-program capabilities are designed to support coordinated patient journeys, including enrollment and related care-management processes. For an overview of configuring care programs and their member experiences, see Salesforce Trailhead: Health Cloud Care Programs. Additional Health Cloud implementation and configuration guidance is available in the Salesforce Health Cloud documentation.