



**DEMO VERSION**

**Salesforce**

## Health-Cloud-Accredited-Professional Exam

Salesforce Health Cloud Accredited Professional AP-211 Exam



Exam Latest Version: 18.3

### Question 1. (Single Select)

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.

**Correct Answer: A**

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### Question 2. (Multi Select)

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

**Correct Answer: A, C, D**

**Explanation:**

Step-by-Step Explanation:

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

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### Question 3. (Multi Select)

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,

**Correct Answer: A, C, E**

**Explanation:**

Step-by-Step Explanation:

Salesforce Health Cloud Prerequisites:

Enable Person Accounts:

Required for representing patients and healthcare contacts.

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

— 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.”

— 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).”

— 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.

Health Cloud Installation Prerequisites

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#### Question 4. (Multi Select)

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

**Correct Answer: A, B, C**

#### **Explanation:**

Step-by-Step Explanation:

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.”

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.

Salesforce Security Implementation Guide – COPPA Compliance

Health Cloud Security and Compliance

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**Question 5. (Single Select)**

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.

**Correct Answer: B**

**Explanation:**

Step-by-Step Explanation:

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.”

— 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.

Health Cloud Implementation Guide – Sharing and Access

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