

CONFIGURING THE EPIC END USER PRACTICE TEST (SAMPLE)

STUDY GUIDE



**SAMPLE STUDY GUIDE
WITH LIMITED QUESTIONS**

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THE FULL VERSION STUDY GUIDE**

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. Which term represents business entities of the organization that track revenue and accounts receivable across regions or affiliates?**
 - A. Department
 - B. Facility
 - C. Workstation
 - D. Service Area

- 2. When granting access to external HL7 interfaces, what should be verified?**
 - A. Ensure the printer queue is functioning.
 - B. Verify only the color scheme of the UI.
 - C. Confirm spellings in user names.
 - D. Verify data mapping, security scopes, and that access aligns with HIPAA/PHI policies.

- 3. Which environment practice is recommended for validating new End User configurations before production?**
 - A. A non-production test environment with user acceptance testing and sign-off.
 - B. Directly applying changes to production during off-hours.
 - C. Relying solely on automated tests in production.
 - D. Using a generic test environment not tied to production data.

- 4. What is the proper process to reset a forgotten Epic End User password?**
 - A. Email the helpdesk without verification.
 - B. Reinstall the Epic End User software.
 - C. Use the password reset process or contact security admin; verify identity and issue a temporary password.
 - D. Create a new user account instead.

- 5. What is the purpose of a rollback plan during go-live?**
 - A. Increase staff vacation time.
 - B. Delay monitoring.
 - C. Revert changes if issues arise.
 - D. Ignore any issues.

- 6. When configuring patient privacy settings, which principles should be applied?**
- A. Make PHI publicly accessible to improve collaboration.
 - B. Use the same permissions for all users regardless of role.
 - C. Disable all audit logging to speed up performance.
 - D. Protect PHI, minimize data exposure on screens, apply role-based access and audit controls.
- 7. Which language displays your rule in a color-coded, prose-style outline format?**
- A. Rich Text
 - B. XML
 - C. Native HTML
 - D. Session Information Report
- 8. Which component uses 'Then' statements after matching on conditions to arrange the patient workspace?**
- A. Directives
 - B. Conditions
 - C. Edit Rules Tab
 - D. XML
- 9. On the Provider's Information Screen, which field holds the provider's full name as it should appear in professional documents and patient correspondence?**
- A. Scheduling Type
 - B. External Name
 - C. Ref Src Type
 - D. Provider Type
- 10. Which icon encodes documents to make them readable by machines and humans alike?**
- A. Hammer icon
 - B. XML
 - C. Rich Text
 - D. Native HTML

Answers

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1. D
2. D
3. A
4. C
5. C
6. D
7. B
8. B
9. B
10. A

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Explanations

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1. Which term represents business entities of the organization that track revenue and accounts receivable across regions or affiliates?

- A. Department
- B. Facility
- C. Workstation
- D. Service Area**

This item tests how financial data is grouped by geographic or market scope within the organization. A service area designates a geographic region or market segment used to track revenue and accounts receivable across affiliates, which allows you to consolidate and compare financial performance at a regional level. In contrast, a department is an internal function within a single location, a facility is a physical site, and a workstation is a user's hardware endpoint. None of those by themselves organize cross-region financials, so service area best fits the idea of tracking revenue and AR across regions or affiliates.

2. When granting access to external HL7 interfaces, what should be verified?

- A. Ensure the printer queue is functioning.
- B. Verify only the color scheme of the UI.
- C. Confirm spellings in user names.
- D. Verify data mapping, security scopes, and that access aligns with HIPAA/PHI policies.**

Verifying proper access to external HL7 interfaces hinges on confirming data mapping, security scopes, and HIPAA/PHI policy alignment. Data mapping ensures the data elements exchanged are correctly defined and placed in the appropriate HL7 segments so the receiving system can interpret them accurately and nothing unnecessary is exposed. Security scopes determine what data and actions the connected system can access, enforcing the principle of least privilege and limiting capabilities to what's necessary. HIPAA/PHI policies provide the compliance framework, ensuring patient information is protected through proper access controls, encryption where needed, audit logging, and incident response. These checks prevent sending the wrong data, exposing sensitive information, or violating regulatory requirements. The other options don't address these critical aspects of secure, accurate cross-system data exchange: printer queue status, UI color scheme, or name spellings don't ensure proper data handling or regulatory compliance.

3. Which environment practice is recommended for validating new End User configurations before production?

- A. A non-production test environment with user acceptance testing and sign-off.**
- B. Directly applying changes to production during off-hours.
- C. Relying solely on automated tests in production.
- D. Using a generic test environment not tied to production data.

Validation should occur in a production-like, non-production environment with user acceptance testing and formal sign-off before going live. This setup lets you mirror production behavior without risking availability or data integrity, and it brings actual users into the testing process to confirm workflows, permissions, and UI changes behave as expected. UAT focuses on whether the configuration supports real tasks from the user's perspective, not just whether it technically works, so the changes meet real-world needs. The sign-off creates an explicit go-ahead from stakeholders, establishing a clear checkpoint and accountability. Directly applying changes to production, even during off-hours, risks unexpected issues that disrupt users and potentially affect data. Relying solely on automated tests in production misses important human feedback and real-workflow validation. Using a generic test environment not tied to production data may fail to reveal edge cases and integration issues that only appear with realistic data and production-like configurations.

4. What is the proper process to reset a forgotten Epic End User password?

- A. Email the helpdesk without verification.
- B. Reinstall the Epic End User software.
- C. Use the password reset process or contact security admin; verify identity and issue a temporary password.**
- D. Create a new user account instead.

When you forget a password, use the official recovery path that proves you are who you claim to be. The proper process is to go through the password reset flow or contact the security administrator, and complete identity verification. Once verified, you'll receive a temporary password or a reset link, then you sign in and set a new password that meets the required rules. This approach keeps access secure and maintains proper auditing. Why this works: it prevents unauthorized access by making you prove your identity before giving you a way back in, and it provides a controlled way to re-establish credentials rather than bypassing security. Avoid other options because they don't restore access securely: emailing the helpdesk without verification can expose you to security risks; reinstalling the software doesn't change the underlying authentication credentials; creating a new user account sidesteps the established account, timelines, and auditing.

5. What is the purpose of a rollback plan during go-live?

- A. Increase staff vacation time.
- B. Delay monitoring.
- C. Revert changes if issues arise.**
- D. Ignore any issues.

The main idea here is managing risk during go-live by having a plan to quickly return to a stable state if problems pop up. A rollback plan is a predefined, tested set of steps to revert changes and restore the system to its previous known-good configuration when issues are detected after deployment. It helps minimize downtime, protect data integrity, and keep business operations running while fixes are implemented. A good rollback plan also defines when rollback should be triggered, who is responsible, how to restore data and configurations, how to verify the system is stable again, and how to communicate with users and stakeholders. Other options don't fit because they don't address reducing risk or restoring stability: increasing vacation time doesn't help maintain coverage during go-live; delaying monitoring means you won't catch issues in time; and ignoring issues would allow problems to escalate, harming operations and data.

6. When configuring patient privacy settings, which principles should be applied?

- A. Make PHI publicly accessible to improve collaboration.
- B. Use the same permissions for all users regardless of role.
- C. Disable all audit logging to speed up performance.
- D. Protect PHI, minimize data exposure on screens, apply role-based access and audit controls.**

Protecting PHI through restricted access and accountable tracking is essential. In practice, privacy settings should defend confidentiality by minimizing what can be seen on screens, enforcing role-based access so users only access information necessary for their role, and maintaining audit controls to monitor who accessed PHI, when, and what they did. This approach embodies least privilege, reduces exposure, and provides a traceable record for accountability and investigations. Making PHI public breaks confidentiality; giving everyone the same permissions ignores the different responsibilities and risks across roles; and turning off audit logging eliminates the ability to detect or respond to inappropriate access. For example, clinicians see the information required to care for a patient, while non-clinical staff access only appropriate data, with every access logged for review.

7. Which language displays your rule in a color-coded, prose-style outline format?

- A. Rich Text
- B. XML**
- C. Native HTML
- D. Session Information Report

Think of representing rules as a structured outline where each rule and its subrules are wrapped in clearly labeled tags. XML is built for exactly that kind of hierarchical, data-centric organization. Its tag-based format makes the structure explicit, so you can easily traverse or transform the rules. When you want to present them as a color-coded, prose-style outline, you can apply styling with CSS or use XSLT to render different levels with colors and indentation while keeping the underlying data intact. This separation of content from presentation is what makes XML so flexible for displaying rules in a readable, outline-like format. Rich Text focuses on how text looks within a document, but doesn't provide the robust, portable hierarchical structure, making it less ideal for encoding rules as reusable data. Native HTML can present content well, but it's primarily a presentation language and isn't the best way to encode a structured rule set for multiple renderings. Session Information Report isn't a markup language at all, so it wouldn't serve as the language for modeling the rules.

8. Which component uses 'Then' statements after matching on conditions to arrange the patient workspace?

- A. Directives
- B. Conditions**
- C. Edit Rules Tab
- D. XML

The idea being tested is how conditional rules drive the patient workspace layout using If/Then logic. In this setup, you define criteria to match the patient context, and when those conditions are met, the Then part specifies what actions should happen—like rearranging which panels or widgets appear and in what order. The component that handles this If->Then flow after the conditions are matched is the Conditions construct itself, because it encapsulates both the criteria and the associated Then actions that reconfigure the workspace. This lets the system tailor the workspace to different patient situations. Directives are not about this conditional rearrangement, the UI location to edit such rules sits in the Edit Rules Tab, and XML is simply a data format for storing rule definitions.

9. On the Provider's Information Screen, which field holds the provider's full name as it should appear in professional documents and patient correspondence?

- A. Scheduling Type
- B. External Name**
- C. Ref Src Type
- D. Provider Type

The name that appears on professional documents and patient correspondence is stored in the External Name field. This field is the externally facing version of the provider's name, allowing you to include the full, properly formatted name with middle initials, credentials (like MD or DO), suffixes, and any preferred spelling. It ensures consistency across letters, forms, and messages sent to patients. Other fields on the screen—such as those governing scheduling behavior, referral source type, or provider classification—do not affect how the name is displayed externally, so they aren't suited for this purpose.

10. Which icon encodes documents to make them readable by machines and humans alike?

A. Hammer icon

B. XML

C. Rich Text

D. Native HTML

The key idea here is choosing a format that encodes data in a way that both machines can reliably parse and humans can read. XML does that best: it uses plain text with tags that describe the data's meaning, producing a structured, self-describing document that any program can parse and that people can skim or read when formatted nicely. It's widely used for data interchange across different systems because it's flexible and platform-agnostic. The hammer icon isn't a data-encoding standard, so it doesn't fit as a way to encode documents for machine processing. Rich Text focuses on human-friendly formatting, but its markup isn't designed for robust, consistent machine parsing across diverse systems. Native HTML is great for displaying content in browsers, and humans can read it, but its primary purpose is presentation, not reliable data encoding for interchange. That's why XML is the best fit for making documents readable by both machines and humans.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://configpicenduser.examzify.com>

We wish you the very best on your exam journey. You've got this!

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