

Salesforce Health Cloud Accreditation Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

This is a sample study guide. To access the full version with hundreds of questions,

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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. Don't worry about getting everything right, 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, and take breaks to retain information better.

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.

7. Use Other Tools

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!

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Questions

- 1. Which objects show us which treatment was applied to which condition?**
 - A. Member Plan and Claim Diagnosis**
 - B. Claim Line and Claim Diagnosis**
 - C. Claim Line and Member Plan**
 - D. Member Plan and Coverage Benefit**
- 2. What is the purpose of "Health Cloud Connect" features?**
 - A. To manage family caregiver access to patient data**
 - B. To integrate Health Cloud with third-party systems for data exchange and interoperability**
 - C. To enhance communication between patients and caregivers**
 - D. To provide comprehensive insurance information**
- 3. What is Salesforce Health Cloud primarily designed for?**
 - A. To manage patient relationships and improve care coordination in healthcare organizations**
 - B. To streamline billing processes in healthcare**
 - C. To enhance marketing strategies for healthcare providers**
 - D. To automate social media interactions for health organizations**
- 4. For other types of person entities, such as Caregivers, which model(s) should be used?**
 - A. Traditional Account-Contact**
 - B. Person Account**
 - C. Account-Contact and Person Account**
 - D. Account-Contact and Individual**
- 5. Carol Petersen is a physical therapist specializing in pain management. What associates Carol with her specialty?**
 - A. Healthcare Practitioner Facility**
 - B. Healthcare Provider Specialty**
 - C. Healthcare Facility Network**
 - D. Healthcare Payer Network**

- 6. How does Health Cloud enhance the patient intake process?**
- A. By increasing paperwork requirements**
 - B. By streamlining data collection through digital forms**
 - C. By necessitating face-to-face interviews**
 - D. By introducing lengthy processes for data entry**
- 7. What is the size of the icons on the health timeline?**
- A. Any size you choose**
 - B. 1-inch square**
 - C. 10 X 10 pixels**
 - D. 12 x 12 pixels**
- 8. Leading Health Tech firms and ISVs are integrating and building HLS solutions leveraging which product?**
- A. Service Cloud**
 - B. Marketing Cloud**
 - C. Sales Cloud**
 - D. Health Cloud**
- 9. What does the term "patient journey" refer to in the context of Health Cloud?**
- A. The process of insurance verification**
 - B. The various interactions a patient has with healthcare services throughout their care experience**
 - C. The timeline for scheduling appointments**
 - D. The sequence of billing transactions**
- 10. How does Health Cloud address the needs of Accountable Care Organizations (ACOs)?**
- A. By ensuring patient data is shared only when necessary**
 - B. By providing tools that facilitate care coordination and performance monitoring across providers**
 - C. By focusing on lowering healthcare staff costs**
 - D. By limiting the scope of care provided to patients**

Answers

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

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Explanations

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1. Which objects show us which treatment was applied to which condition?

- A. Member Plan and Claim Diagnosis**
- B. Claim Line and Claim Diagnosis**
- C. Claim Line and Member Plan**
- D. Member Plan and Coverage Benefit**

The Claim Line and Claim Diagnosis objects are designed specifically to link individual treatment efforts to particular medical conditions within Salesforce Health Cloud. Claim Line represents specific items billed on a claim, which can include various treatments or services provided to a patient. Each Claim Line has details associated with the service rendered, including the diagnosis that justifies the treatment. Claim Diagnosis, on the other hand, details the conditions for which the treatments (represented as Claim Line items) were provided. By using these two objects together, Salesforce Health Cloud users can clearly see how particular treatments are connected to individual medical conditions recorded in the system, thus facilitating better tracking, reporting, and analytics around patient care. In contrast, while the other options include different healthcare-related objects, they do not provide the direct link between specific treatments and their associated conditions as effectively as Claim Line and Claim Diagnosis do. This functionality is crucial for patient care management, insurance claims processing, and clinical outcomes analysis, making the relationship between these two objects especially pertinent.

2. What is the purpose of "Health Cloud Connect" features?

- A. To manage family caregiver access to patient data**
- B. To integrate Health Cloud with third-party systems for data exchange and interoperability**
- C. To enhance communication between patients and caregivers**
- D. To provide comprehensive insurance information**

The purpose of "Health Cloud Connect" features is primarily centered around the integration of Health Cloud with third-party systems, which facilitates seamless data exchange and interoperability. This capability is crucial for healthcare organizations that rely on various software systems to manage patient information, treatment histories, and operational workflows. By enabling integration with external systems, Health Cloud Connect ensures that healthcare providers can access a comprehensive view of patient data, regardless of where that data originates. This interconnectedness is essential for delivering coordinated care, allowing for timely decision-making and improving patient outcomes. Further, it supports compliance with healthcare regulations and standards, such as interoperability frameworks, which are designed to enhance the overall efficiency and effectiveness of health information exchange. In comparison, while managing caregiver access, enhancing communication between patients and caregivers, and providing insurance information are important aspects of healthcare management, they focus on specific functionalities rather than the overarching purpose of connectivity and data integration that Health Cloud Connect addresses effectively.

3. What is Salesforce Health Cloud primarily designed for?

- A. To manage patient relationships and improve care coordination in healthcare organizations**
- B. To streamline billing processes in healthcare**
- C. To enhance marketing strategies for healthcare providers**
- D. To automate social media interactions for health organizations**

Salesforce Health Cloud is primarily designed to manage patient relationships and improve care coordination within healthcare organizations. This platform enables healthcare providers to gain a comprehensive view of patient data, which includes medical history, demographics, and treatment plans, all consolidated in one place. By leveraging this information, providers can foster better relationships with patients, ensuring personalized care and facilitating communication among care teams. The focus on enhancing patient relationship management is crucial in today's healthcare landscape, where patient engagement and satisfaction significantly impact overall health outcomes. By employing tools that support care coordination, healthcare organizations can improve the collaborative efforts of different care providers, streamline workflows, and ultimately deliver better healthcare outcomes for patients. Other choices, such as streamlining billing processes, enhancing marketing strategies, or automating social media interactions, while relevant to healthcare operations, do not align with the primary function of Salesforce Health Cloud, which is centered around patient care and relationship management. These elements may be managed by different Salesforce products or other specialized platforms.

4. For other types of person entities, such as Caregivers, which model(s) should be used?

- A. Traditional Account-Contact**
- B. Person Account**
- C. Account-Contact and Person Account**
- D. Account-Contact and Individual**

The use of both Account-Contact and Person Account models for other types of person entities, such as Caregivers, is advantageous because it allows for a comprehensive approach to managing different relationships and data. The Account-Contact model provides a structure where you can define relationships between different entities, such as a caregiver being associated with a patient. This model allows organizations to maintain clarity on how these entities interact, which is essential for effective care coordination. On the other hand, the Person Account model is designed to cater specifically to individuals such as caregivers. This model combines account and contact records, making it easier to manage data for individuals who do not fit neatly into traditional business accounts. It streamlines the capturing of information specific to the caregiver, such as their contact details and roles, enabling a more personalized approach to service delivery. Using both models simultaneously allows for flexibility in how data is structured and accessed within the Salesforce Health Cloud, ensuring that the organization can effectively manage care relationships and communication while also maintaining compliance with healthcare data management standards. This dual approach maximizes the ability to tailor services to the needs of the caregivers while keeping the relationships clear and distinct.

5. Carol Petersen is a physical therapist specializing in pain management. What associates Carol with her specialty?

- A. Healthcare Practitioner Facility**
- B. Healthcare Provider Specialty**
- C. Healthcare Facility Network**
- D. Healthcare Payer Network**

The option that identifies what associates Carol with her specialty is the Healthcare Provider Specialty. This term specifically refers to the area of expertise or focus that a healthcare provider, like a physical therapist specializing in pain management, has within the broader field of healthcare. Each specialty signifies a unique set of skills, knowledge, and treatment approaches pertinent to specific patient needs. In this context, Carol's designation as a specialist in pain management aligns well with the concept of a Healthcare Provider Specialty, as it directly pertains to her ability to deliver targeted care and therapeutic strategies related to pain alleviation. This categorization is essential for proper patient referrals, treatment planning, and optimizing outcomes based on the specific services she offers. The other options, while relevant to the healthcare system, do not directly indicate Carol's area of expertise. A Healthcare Practitioner Facility refers more to the location where care is provided rather than the specialty itself, a Healthcare Facility Network signifies a group of facilities that work together, and a Healthcare Payer Network relates to insurance and payment structures. None of these specifically capture the essence of Carol's specialization in pain management as accurately as Healthcare Provider Specialty does.

6. How does Health Cloud enhance the patient intake process?

- A. By increasing paperwork requirements**
- B. By streamlining data collection through digital forms**
- C. By necessitating face-to-face interviews**
- D. By introducing lengthy processes for data entry**

Health Cloud enhances the patient intake process primarily by streamlining data collection through digital forms. This approach simplifies the way healthcare providers gather essential information from patients, making it easier for them to capture and manage data efficiently. Digital forms can often be filled out before an appointment, reducing the amount of time required during in-person visits. This leads to a smoother and quicker intake process, which can significantly improve the overall patient experience. In contrast, increasing paperwork requirements and necessitating face-to-face interviews would complicate the intake process, potentially leading to delays and frustrations for both patients and healthcare providers. Lengthy processes for data entry would also hinder efficiency, counteracting the goals of improving patient care and administrative workflows. By emphasizing digital solutions, Health Cloud ensures a more efficient and user-friendly experience during patient intake.

7. What is the size of the icons on the health timeline?

- A. Any size you choose**
- B. 1-inch square**
- C. 10 X 10 pixels**
- D. 12 x 12 pixels**

The icons on the health timeline are specifically defined to be 12 x 12 pixels in size. This consistent size helps maintain a uniform appearance throughout the timeline, ensuring that all icons are easily recognizable and do not detract from the overall aesthetic of the Health Cloud interface. The choice of 12 x 12 pixels is particularly advantageous because it strikes a balance between clarity and compactness, allowing for a clean layout that can accommodate a variety of icons without cluttering the display. This standardization provides a smoother user experience as individuals navigate through patient health journeys and access relevant information.

8. Leading Health Tech firms and ISVs are integrating and building HLS solutions leveraging which product?

- A. Service Cloud**
- B. Marketing Cloud**
- C. Sales Cloud**
- D. Health Cloud**

The correct answer is Health Cloud because it is specifically designed to meet the unique needs of healthcare organizations. Health Cloud provides a robust set of tools and features that enable health tech firms and independent software vendors (ISVs) to create tailored solutions that improve patient engagement, facilitate care coordination, and enhance data management within the healthcare ecosystem. By leveraging Health Cloud, organizations can utilize advanced capabilities such as patient and member management, secure data sharing, and the ability to integrate with electronic health record (EHR) systems. This alignment with industry-specific requirements allows for better interoperability and collaboration among various stakeholders in the healthcare space. In contrast, while Service Cloud, Marketing Cloud, and Sales Cloud are powerful products, they cater to broader customer service, marketing, and sales needs across various industries, rather than focusing specifically on the intricate demands of healthcare solutions. Therefore, Health Cloud stands out as the ideal product for leading health tech firms and ISVs looking to develop effective healthcare solutions.

9. What does the term "patient journey" refer to in the context of Health Cloud?

- A. The process of insurance verification**
- B. The various interactions a patient has with healthcare services throughout their care experience**
- C. The timeline for scheduling appointments**
- D. The sequence of billing transactions**

The term "patient journey" in the context of Health Cloud refers to the various interactions a patient has with healthcare services throughout their care experience. This encompasses the entire spectrum of a patient's encounters with healthcare providers, from initial contact, consultations, diagnostics, treatment, and follow-up care. Health Cloud is designed to facilitate and enhance these interactions by providing a comprehensive view of patient information, enabling care teams to deliver personalized support tailored to the patient's needs. By understanding the patient journey, healthcare organizations can identify opportunities for improving patient engagement, satisfaction, and outcomes. This holistic approach allows for better coordination of care, as all relevant interactions and data points are captured and shared among care teams. Other options, while related to healthcare processes, do not encompass the holistic nature of the patient journey. Insurance verification, appointment scheduling, and billing transactions are components of the healthcare experience but do not capture the full breadth of interactions and experiences that define a patient's journey through the healthcare system.

10. How does Health Cloud address the needs of Accountable Care Organizations (ACOs)?

- A. By ensuring patient data is shared only when necessary**
- B. By providing tools that facilitate care coordination and performance monitoring across providers**
- C. By focusing on lowering healthcare staff costs**
- D. By limiting the scope of care provided to patients**

Health Cloud effectively addresses the needs of Accountable Care Organizations (ACOs) primarily through the provision of tools that facilitate care coordination and performance monitoring across providers. ACOs are designed to bring together healthcare providers to deliver high-quality care while managing costs. One of the core elements of an ACO's success is the ability to coordinate care among various providers and monitor performance metrics, which directly influence patient outcomes and cost-efficiency. By utilizing Health Cloud, ACOs can access comprehensive patient data in real time, allowing for seamless communication across different care teams. This integration fosters improved teamwork and reduces the risk of fragmented care, which can lead to higher costs and poorer health outcomes for patients. Additionally, the ability to track performance metrics helps ACOs ensure that they are meeting clinical benchmarks and improving health outcomes, which is essential for their operational goals and financial sustainability. The other options do not align as closely with the fundamental capabilities and objectives of ACOs. While sharing patient data judiciously is important for privacy and compliance, it is not the central way Health Cloud meets ACO needs. Lowering healthcare staff costs is a broader economic concern but not a specific function of Health Cloud. Lastly, limiting the scope of care could actually hinder an ACO.

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://salesforcehealthcloudaccred.examzify.com>

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