

medent® Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Online Appointment Scheduling

Report Date: 5/21/2026

Product Description: medent® Online Appointment Scheduling is a web-based patient scheduling feature that allows patients to search for and request available appointments with participating healthcare providers.

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Notes:

Evaluation Methods Used: Accessibility was evaluated using a combination of automated tools and manual review aligned with WCAG 2.1 Level A and AA. Automated testing includes WAVE Web Accessibility Evaluation Tool, AChecker Accessibility Checker, and W3C Markup Validation Service. These tools were used to identify issues such as missing labels, structural errors, and contrast concerns. Manual checks included keyboard navigation, link clarity, form behavior, page structure, and zoom/responsiveness.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.2	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Non-text content includes appropriate text alternatives where applicable.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	This feature does not include prerecorded audio-only or video-only content.
1.2.2 Captions (Prerecorded) (Level A)	Supports	This feature does not include prerecorded multimedia requiring captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	This feature does not include prerecorded multimedia requiring audio description or media alternatives.
1.3.1 Info and Relationships (Level A)	Partially Supports	Some structural relationships and page regions are not fully programmatically defined. Improvements are in progress.
1.3.2 Meaningful Sequence (Level A)	Supports	This feature generally meets this criterion across core workflows.
1.3.3 Sensory Characteristics (Level A)	Partially Supports	Some required field indicators rely on visual characteristics such as color or symbols without additional explanatory text. Improvements are in progress.
1.4.1 Use of Color (Level A)	Partially Supports	Some information such as required fields, relies on color or visual indicators without additional explanatory text. Remediation is in progress.
1.4.2 Audio Control (Level A)	Supports	This feature does not include automatically playing audio content.
2.1.1 Keyboard (Level A)	Supports	Functionality is operable using a keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	This feature does not include any keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	The application does not use single-character keyboard shortcuts for functionality.
2.2.1 Timing Adjustable (Level A)	Supports	No session timeouts are imposed.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Supports	The Patient Portal does not include content that moves, blinks, scrolls, or auto-updates requiring user controls to pause, stop, or hide.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	This feature does not include content that flashes more than three times per second.
2.4.1 Bypass Blocks (Level A)	Partially Supports	Page regions and landmarks are not consistently implemented across all scheduling pages. Improvements are in progress.
2.4.2 Page Titled (Level A)	Supports	Pages include descriptive titles that identify their purpose.
2.4.3 Focus Order (Level A)	Supports	Keyboard focus follows a logical and meaningful order.
2.4.4 Link Purpose (In Context) (Level A)	Supports	This feature does not include links.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	Functionality is operable through simple pointer interactions such as clicking or tapping. No complex or multi-point gestures are required.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	Functionality is activated on click or tap release, allowing users to cancel actions before completion.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	Visible labels and accessible names are consistent throughout the scheduling workflow.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	The Patient Portal does not use motion-based functionality.
3.1.1 Language of Page (Level A)	Supports	The default human language of each page is programmatically defined.
3.2.1 On Focus (Level A)	Supports	No changes of context occur when elements receive focus.
3.2.2 On Input (Level A)	Supports	Changes of context are not triggered automatically upon user input. All changes occur through explicit user actions.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	This feature does not provide dedicated help mechanisms requiring consistent placement.
3.3.1 Error Identification (Level A)	Supports	This feature provides error messages that identify invalid or missing input during scheduling workflows.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A)	Supports	Form fields include descriptive labels and instructions throughout the scheduling workflow.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	This feature does not require users to re-enter previously provided information within the same process.
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Supports	Components expose appropriate name, role, and value information to assistive technologies.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	This feature does not include live multimedia requiring captions.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	This feature does not include prerecorded multimedia requiring audio description.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	This feature supports both portrait and landscape orientations and does not restrict orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Partially Supports	Input fields are visually labeled; however, programmatic identification of input purpose (such as autocomplete attributes) is not consistently implemented.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Text meets minimum contrast requirements.
1.4.4 Resize text (Level AA)	Supports	Content can be resized up to 200% without loss of functionality.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA)	Supports	Most content is presented as text rather than images of text; however, some images may contain text, such as logos.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	Most content reflows appropriately; however, horizontally displayed appointment slot selections may require horizontal scrolling.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	Components and visual indicators provide sufficient contrast throughout the scheduling workflow.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Partially Supports	Text spacing adjustments are generally supported; however, some layout issues may occur in certain scheduling workflows or at smaller viewport sizes.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	This feature does not rely on hover- or focus-triggered content that interferes with usability.
2.4.5 Multiple Ways (Level AA)	Supports	This feature provides navigation mechanisms that allow users to locate and access scheduling functionality.
2.4.6 Headings and Labels (Level AA)	Partially Supports	Most headings and labels are descriptive; however, some pages do not include fully defined heading structures. Improvements are in progress.
2.4.7 Focus Visible (Level AA)	Supports	Interactive elements provide a visible focus indicator when navigated via keyboard.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	Keyboard focus remains visible and is not obscured during scheduling workflows.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	This feature does not require dragging movements for functionality; all actions can be completed using simple pointer interactions.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially Supports	Appointment slot selection controls may not consistently meet minimum target size or spacing recommendations, particularly in dense scheduling layouts. Improvements are in progress.
3.1.2 Language of Parts (Level AA)	Supports	This feature does not include content in multiple languages requiring additional language identification.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation elements are presented consistently throughout the scheduling workflow.
3.2.4 Consistent Identification (Level AA)	Partially Supports	Most components are consistently identified; however, some labeling inconsistencies exist within appointment summary content. Improvements are in progress.
3.3.3 Error Suggestion (Level AA)	Supports	Error messages provide users with information to help identify and correct input errors.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Users are able to review appointment details prior to final submission of scheduling requests.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	The scheduling workflow does not require complex authentication mechanisms.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	Status messages are presented visually; however, they may not consistently be programmatically conveyed to assistive technologies (e.g., missing use of ARIA live regions). Improvements are in progress.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Evaluated	
1.2.9 Audio-only (Live) (Level AAA)	Not Evaluated	
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2)	Not Evaluated	
1.4.6 Contrast (Enhanced) (Level AAA)	Not Evaluated	
1.4.7 Low or No Background Audio (Level AAA)	Not Evaluated	
1.4.8 Visual Presentation (Level AAA)	Not Evaluated	
1.4.9 Images of Text (No Exception) (Level AAA)	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
2.1.3 Keyboard (No Exception) (Level AAA)	Not Evaluated	
2.2.3 No Timing (Level AAA)	Not Evaluated	
2.2.4 Interruptions (Level AAA)	Not Evaluated	
2.2.5 Re-authenticating (Level AAA)	Not Evaluated	
2.2.6 Timeouts (Level AAA 2.1 and 2.2)	Not Evaluated	
2.3.2 Three Flashes (Level AAA)	Not Evaluated	
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)	Not Evaluated	
2.4.8 Location (Level AAA)	Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA)	Not Evaluated	
2.4.10 Section Headings (Level AAA)	Not Evaluated	
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only)	Not Evaluated	
2.4.13 Focus Appearance (Level AAA 2.2 only)	Not Evaluated	
2.5.5 Target Size (Level AAA 2.1 and 2.2)	Not Evaluated	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)	Not Evaluated	
3.1.3 Unusual Words (Level AAA)	Not Evaluated	
3.1.4 Abbreviations (Level AAA)	Not Evaluated	
3.1.5 Reading Level (Level AAA)	Not Evaluated	
3.1.6 Pronunciation (Level AAA)	Not Evaluated	
3.2.5 Change on Request (Level AAA)	Not Evaluated	
3.3.5 Help (Level AAA)	Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA)	Not Evaluated	
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)	Not Evaluated	

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