

medent® Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Patient Portal

Report Date: 5/21/2026

Product Description: The medent® Patient Portal is a web-based patient engagement platform that enables patients to securely interact with their healthcare provider. Features include secure messaging, appointment management, document access, and billing statements and payments. The portal is accessible via standard web browsers on desktop and mobile devices.

Contact Information: Lindsey Costello: lindseyc@medent.com

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	The Patient Portal generally meets this criterion across core workflows.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	The Patient Portal does not include audio-only or video-only prerecorded media. This criterion is not applicable.
1.2.2 Captions (Prerecorded) (Level A)	Does Not Support	Prerecorded video tutorials within the Patient Portal do not currently include captions. Plans are in place to address this in a future update, as existing videos require redevelopment to support captioning.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Partially Supports	Some prerecorded video tutorials include visual information that may not be fully conveyed through audio narration. Additional audio description or equivalent alternatives are planned for future updates.
1.3.1 Info and Relationships (Level A)	Partially Supports	Most structural relationships are programmatically defined; however, some issues exist, including instances of forms labels not properly associated with their corresponding inputs and use of tables for layout that may not convey correct relationships to assistive technologies. Remediation is in progress.
1.3.2 Meaningful Sequence (Level A)	Supports	The Patient Portal 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)	Supports	The Patient Portal generally meets this criterion across core workflows.
1.4.2 Audio Control (Level A)	Supports	The Patient Portal does not include automatically playing audio content.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Supports	Functionality is operable using a keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	The Patient Portal generally meets this criterion across core workflows.
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	Session time limits include user notification and the ability to extend the session
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	The Patient Portal does not include content that flashes more than three times per second.
2.4.1 Bypass Blocks (Level A)	Partially Supports	A “skip to content” link was implemented but temporarily removed due to layout issues impacting Pre-check-in and Kiosk workflows. A consistent alternative is currently being evaluated.
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	Links and interactive elements provide descriptive context for users.
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)	Partially Supports	In most cases, visible labels match or are included in the accessible name of controls. However, some inconsistencies may exist, and improvements are in progress.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	The Patient Portal does not use motion-based functionality.

Criteria	Conformance Level	Remarks and Explanations
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	The Patient Portal does not provide dedicated help mechanisms requiring consistent placement.
3.3.1 Error Identification (Level A)	Supports	The Patient Portal generally meets this criterion across core workflows.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Most form inputs include labels or instructions; however, some inconsistencies exist, including improperly associated labels in certain workflows. Remediation is in progress.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	The Patient Portal does not require users to re-enter previously provided information within the same process, except where necessary for validation or security purposes (e.g., confirming email address or password during account setup).
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)	Partially Supports	Most user interface components expose appropriate name, role, and value information; however, some inconsistencies exist, particularly related to form labeling and programmatic associates. Improvements are in progress.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	The Patient Portal does not include live streaming multimedia requiring captions.
1.2.5 Audio Description (Prerecorded) (Level AA)	Partially Supports	Some prerecorded video content may include visual information not fully conveyed through audio narration. Enhancements are planned to improve accessibility.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	The Patient Portal 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 purpose is not consistently identified across all fields; some autocomplete attributes are missing or disabled.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Most text meets minimum contrast requirements; however, some contrast issues may exist across certain pages or components. Remediation is in progress.
1.4.4 Resize text (Level AA)	Supports	Content can be resized up to 200% without loss of functionality.
1.4.5 Images of Text (Level AA)	Partially Supports	Most content is presented as text rather than images of text; however, some images may contain text, such as logos or instructional media.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	Most content reflows appropriately; however, some layouts may require horizontal scrolling in certain workflows.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	Most controls and visual indicators provide sufficient contrast; however, some elements may not consistently meet requirements.
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 areas.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	The Patient Portal does not rely on hover- or focus-triggered content that interferes with usability.
2.4.5 Multiple Ways (Level AA)	Supports	The Patient Portal provides navigation mechanisms that allow users to locate content and functionality.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Partially Supports	Many headings and labels are descriptive; however, some inconsistencies exist in heading usage and labeling clarity. 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)	Partially Supports	Focus is generally visible and not obscured; however, in some cases, elements such as overlays or layout constraints may partially obscure focused elements. Improvements are in progress.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	The Patient Portal 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	Most interactive elements meet minimum target size requirements; however, some smaller controls or closely spaced elements may not consistently meet size or spacing guidelines. Improvements are in progress.
3.1.2 Language of Parts (Level AA)	Supports	The Patient Portal does not include content in multiple languages requiring additional language identification.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation elements are presented in a consistent order across pages.
3.2.4 Consistent Identification (Level AA)	Partially Supports	Most components are consistently identified; however, some inconsistencies in labeling or control identification may occur. 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)	Partially Supports	Some workflows provide confirmation or review steps; however, these protections are not consistently implemented across all applicable processes.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Partially Supports	Authentication is supported through standard username and password fields; however, some limitations (such as disabled autocomplete) may

Criteria	Conformance Level	Remarks and Explanations
		impact the use of assistive technologies like password managers. Improvements are in progress.
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	
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	

Criteria	Conformance Level	Remarks and Explanations
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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