

# medent® Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.5Rev)

**Name of Product/Version: Patient Pre-check-in**

**Report Date: 5/21/2026**

**Product Description: The medent® Patient Pre-check-in is a web-based patient intake feature that allows patients to complete pre-appointment tasks electronically, including demographic verification, insurance updates, consent forms, questionnaires, and related intake information prior to their appointment.**

**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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	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
<a href="#">1.1.1 Non-text Content</a> (Level A)	Partially Supports	Some non-context, such as practice logos, may not include appropriate text alternatives. Improvements are in progress.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	This feature does not include audio-only or video-only prerecorded media. This criterion is not applicable.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Does Not Support	Prerecorded video tutorials within the Patient Pre-check-in do not currently include captions. Plans are in place to address this in a future update, as existing videos require redevelopment to support captioning.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Partially Supports	Some prerecorded instructional media may not include audio descriptions or equivalent alternatives.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially Supports	Some structural relationships, headings, labels, and grouping elements are not fully programmatically defined. Improvements are in progress.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	This feature generally meets this criterion across core workflows.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Partially Supports	Some required field indicators rely on visual characteristics without additional explanatory text. Improvements are in progress.
<a href="#">1.4.1 Use of Color</a> (Level A)	Partially Supports	Some information, such as required fields, may rely on color or visual indicators without accompanying explanatory text.
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	This feature does not include automatically playing audio content.
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	Most functionality is keyboard accessible; however, certain scripted navigation behaviors may not consistently support keyboard interaction.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	This feature does not include any keyboard traps.

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)	Supports	The application does not use single-character keyboard shortcuts for functionality.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	Session time limits include user notification and the ability to extend the session
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	This feature does not include content that moves, blinks, scrolls, or auto-updates requiring user controls to pause, stop, or hide.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	This feature does not include content that flashes more than three times per second.
<a href="#">2.4.1 Bypass Blocks</a> (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.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	Pages include descriptive titles that identify their purpose.
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	Keyboard focus follows a logical and meaningful order.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Partially Supports	Most link clearly describe their purpose; however, some redundant or repetitive link text may occur.
<a href="#">2.5.1 Pointer Gestures</a> (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.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)	Supports	Functionality is activated on click or tap release, allowing users to cancel actions before completion.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)	Partially Supports	Some form controls may not consistently expose accessible names that match visible labels.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)	Supports	The Patient Portal does not use motion-based functionality.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	The default human language of each page is programmatically defined.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	Components receiving keyboard focus do not initiate unexpected context changes.
<a href="#">3.2.2 On Input</a> (Level A)	Supports	User input and selections do not trigger unexpected changes of context.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)	Supports	This feature does not provide dedicated help mechanisms requiring consistent placement.
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	This feature provides error messages that identify invalid or missing input during scheduling workflows.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Partially Supports	Some form fields or grouped controls do not include fully associated labels or instructions.
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Supports	This feature does not require users to re-enter previously provided information within the same process.
<a href="#">4.1.1 Parsing</a> (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 <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	Some user interface components do not fully expose appropriate programmatic name, role, or value information.

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Supports	This feature does not include live multimedia requiring captions.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Partially Supports	Some prerecorded instructional media does not currently include audio descriptions.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)	Supports	This feature supports both portrait and landscape orientations and does not restrict orientation.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)	Partially Supports	Programmatic identification of input purpose is not consistently implemented across all form fields.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Partially Supports	Some text elements, including certain error messages, do not consistently meet minimum contract requirements. Improvements are in progress.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	Text can be resized up to 200% without loss of functionality
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	This feature primarily uses text rather than images of text, except where permitted for logos or branding.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)	Partially Supports	Some layouts may not fully reflow at smaller viewport sizes or increased zoom levels.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)	Supports	Components and visual indicators provide sufficient contrast throughout the feature.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)	Partially Supports	Text spacing adjustments are generally supported; however, some layout issues may occur in certain workflows.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2)	Supports	This feature does not rely on hover- or focus-triggered content that interferes with usability.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	This feature provides navigation mechanisms that allow users to access workflow content and functionality.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Partially Supports	Some pages do not include complete heading structures, and certain form labels are not fully associated or descriptive.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Partially Supports	Keyboard focus is generally visible; however, focus indicators may not appear consistently for certain JavaScript-based menu controls.
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)	Supports	Keyboard focus is not obscured during workflow navigation
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)	Supports	This feature does not require dragging movements to complete functionality.
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)	Supports	Interactive controls provide sufficient size and spacing for user interaction throughout the workflow.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	This feature presents content in a consistent language appropriate to the user's selected language preference.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	Navigation mechanisms are presented consistently throughout the workflow.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Partially Supports	Some controls or labels may not be identified consistently across workflows.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	Error messages provide users with information to help identify and correct input errors.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	Users are able to review and correct information prior to final submission.
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)	Supports	This feature does not require complex authentication mechanisms.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)	Partially Supports	Status and validation messages are presented visually; however, they may not consistently be programmatically conveyed to assistive technologies.

**Table 3: Success Criteria, Level AAA**

Notes:

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

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

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