

medent® Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: medent® Video Visits

Report Date: 5/21/2026

Product Description: medent® Video Visits is a web-based telehealth solution that allows patients and healthcare providers to participate in real-time audio and video interaction through a direct invitation link.

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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 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 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 audio-only or video-only prerecorded media.
1.3.1 Info and Relationships (Level A)	Supports	Structural relationships and interface elements are programmatically defined throughout the feature.
1.3.2 Meaningful Sequence (Level A)	Supports	Content and interactive elements are presented in a logical and meaningful sequence
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions and functionality do not rely solely on sensory characteristics such as color, shape, or location.
1.4.1 Use of Color (Level A)	Supports	Color is not used as the sole means of conveying information throughout the feature.
1.4.2 Audio Control (Level A)	Supports	This feature does not include automatically playing audio content.
2.1.1 Keyboard (Level A)	Supports	The feature functionality is operable using keyboard interaction.
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.
2.2.2 Pause, Stop, Hide (Level A)	Supports	This feature does not include content that moves, blinks, scrolls, or auto-updates requiring user controls to pause, stop, or hide.

Criteria	Conformance Level	Remarks and Explanations
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)	Supports	This feature includes simple page structures and does not contain repetitive navigation blocks requiring bypass mechanisms.
2.4.2 Page Titled (Level A)	Supports	Pages include descriptive titles identifying the video visit feature and workflow.
2.4.3 Focus Order (Level A)	Supports	Keyboard focus follows a logical and meaningful order throughout the application.
2.4.4 Link Purpose (In Context) (Level A)	Supports	This feature does not rely on ambiguous or non-descriptive link text.
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 feature.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	This feature 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	Components receiving keyboard focus do not initiate unexpected context changes.
3.2.2 On Input (Level A)	Supports	User input and selections do not trigger unexpected context changes.
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	Error messages identify input or system issues when applicable.
3.3.2 Labels or Instructions (Level A)	Supports	Interactive controls, including icon-based controls, include accessible labels or names where applicable.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	This feature does not require users to repeatedly enter the same information during the workflow.

Criteria	Conformance Level	Remarks and Explanations
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	User interactive controls expose appropriate programmatic name, role, and value information.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Partially Supports	Live video communication does not currently include integrated live captioning functionality.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	This feature does not include prerecorded multimedia.
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)	Supports	Input fields provide identifiable purpose consistent with the workflow functionality.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Certain elements, including participant indicators, may not consistently meet minimum contrast requirements.
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)	Supports	Content is presented as text rather than images of text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	Content reflows appropriately at smaller viewpoint sizes and increased zoom levels.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	Some non-text elements may not consistently provide sufficient visual contrast.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	Text spacing adjustments are supported without loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	Content appearing on hover or focus behaves consistently and does not interfere with user interaction.
2.4.5 Multiple Ways (Level AA)	Supports	This feature provides a simple workflow structure that does not require multiple navigation methods.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels clearly describe content and functionality throughout the feature.
2.4.7 Focus Visible (Level AA)	Partially Supports	Some interactive controls do not consistently display visible keyboard focus indicators.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	Keyboard focus is not obscured by other elements during interaction.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	This feature does not require dragging movements to complete functionality.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	Interactive controls provide sufficient size and spacing for user interaction.
3.1.2 Language of Parts (Level AA)	Supports	This feature does not include content requiring additional language identification.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation mechanisms are presented consistently throughout the workflow.
3.2.4 Consistent Identification (Level AA)	Supports	Interface components are identified consistently throughout the feature.
3.3.3 Error Suggestion (Level AA)	Supports	Error messages provide users with information to help identify and correct issues where applicable.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	This feature does not involve complex transactional data entry requiring additional error prevention mechanisms.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	This feature does not require complex authentication mechanisms.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	Some status messages or participant updates may not be consistently conveyed to assistive technologies.

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	
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	

Criteria	Conformance Level	Remarks and Explanations
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	

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.