StationMD App Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: StationMD Mobile App (Version 4.1.0)

Report Date: March 25th, 2022

Product Description: With your utilization of the StationMD mobile application, you have access to our easy-to-use app from your phone or tablet. You are just one click away from a board-certified emergency physician who is available 24/7 to help improve the quality of care and reduce emergency room use. When there is a change in an individual's condition, simply activate the app which will walk you through the few steps needed to initiate a face-to-face visit with our doctor.

Contact Information: techsupport@stationmd.com |+1-908-663-2929

Notes: The testing process was carried out in compliance with the WCAG 2.1 AA guidelines. The product was found to be overall, fully supportive. In summary, all elements and functionalities are fully supported with the minor exception of *device orientation* which is partially supported in its current state.

Accessibility for Americans with Disabilities Act (ADA) website compliance requires all public and (large) private organizations to make their websites, mobile apps, and web content conform with mandatory accessibility standards (WCAG 2.0). WCAG is simply a set of formal guidelines on how to develop accessible web content. These standards represent a higher level of accessibility than 508 standards, although they are identical or very similar. WCAG focuses primarily on HTML accessibility.

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Evaluation Methods Used:

The product was tested against all the applicable 50 success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level A and AA. The testing methodology included a combination of automated testing, as well as manual testing; conducted via the utilization of accessible testing software uniquely supported, individually, for both tested environments (iOS and Android). This testing methodology ensures that every aspect related to accessibility and user experience is included in our analysis. Below is a list of some of the technologies and environments used:

- Assistive technologies – Screen Readers: VoiceOver (iOS), TalkBack (Android), Accessibility Inspector (iOS), Accessibility Scanner (Android)
- Color Inversion
- Color Contrast
- Magnification
- Orientation
- Gesture

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)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(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 be used only in WCAG 2.0 Level AAA.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remarks:** Proper alternative text has been provided to all graphical elements present in the application.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Not Applicable**	**Remark:** There is no audio-only or video-only pre-recorded media content present in the application.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Not Applicable**	**Remark:** There is no pre-recorded audio content present in the application which would require the use of captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Not Applicable**	**Remark:** There is no pre-recorded audio or video content present in the application which would require the use of an audio description.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** Screen reader properly identifies the information available in the application and users are easily able to perceive the relationships between an element and its role.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** The screen reader reads the content present in the application in a meaningful sequence with the assistance of the swipe gesture.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** Instructions provided for understanding and operating content in no shape or form rely solely on the use or the implementation of sensory characteristic components.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** Color is not used as the only visual means of conveying information within the application.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** There is no audio available in the application, which plays automatically as soon as a page or screen is launched.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** Application has support for keyboard interaction, as all the keyboard-interactive elements are accessible using the swipe gesture, and if necessary, through the internal, or external use of the switch access/switch control feature.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** The application has good support for keyboard interaction and there is no keyboard trap issue

Criteria	Conformance Level	Remarks and Explanations
		present throughout the application.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	**Remark:** There are no such character key shortcuts required in the application to operate any feature, which clashes with the predefined screen reader shortcuts. If preferred, mechanism exists for use within the application with the use of the screen reader to support key shortcuts if needed.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** Application supports a Real-Time Event; time adjusted manipulations are not optional.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Not Applicable**	**Remark:** There is no such functionality/activity available in the application, where there is a need to either Pause, Stop or Hide content.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** There is no flashing/blinking content present anywhere in the application.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs) – Does not apply to non-web docs	**Supports**	**Remark:** Content in the application is non-repeating when navigating from screen to screen. Skipping to the main content link is not applicable in mobile applications.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508	**Supports**	**Remark:** Descriptive and unique screen header titles are

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		provided for each screen in the application.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** The focus order is moving in a correct sequence throughout the entirety of the mobile application.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** Application contains a single link which is fully supported both visually (hypertext link), and audibly (announced as a link via the screen reader).
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	**Remark:** All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	**Remark:** Entire Application supports pointer cancellation as the down-event of the pointer is not used to execute any part of the function, elements trigger only by using the touch up-event.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	**Remark:** Visual label matches with the accessible or programmatic name for every element present in the application.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Not Applicable**	**Remark:** There is no functionality in the application that

Criteria	Conformance Level	Remarks and Explanations
		can be operated with device motion or user motion.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** The language attribute 'EN' (English) is provided for all screens in the application and can be programmatically determined using the screen reader.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** The application does not have any features or functionality, which triggers automatically on receiving the focus.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** Change of context focus does not happen anywhere in the application when changing the settings of any UI component.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** Error message(s) are provided in the appropriate textual format.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** All form fields present in the application have appropriate labels.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Not Applicable**	**Remark:** Parsing is not applicable in mobile applications.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508	**Supports**	**Remark:** Components present in the application have proper names or labels, roles, and state values.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		This aids users of the screen reader in understanding the actual purpose and nature of these components.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** The application contains support for live captioning via the implementation and use of Zoom's SDK.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Not Applicable**	**Remarks:** There is no pre-recorded video content present within the application which would require the use of audio descriptions.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Partially Supports**	**Remark:** Users can shift between landscape and portrait modes while actively in a meeting with a doctor, but unable to shift landscapes on the other existing screens in the application.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	**Remark:** Application provides labels for respective input fields. Where a user needs to provide input - information can be programmatically determined.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508	**Supports**	**Remark:** Application has sufficient contrast ratio (i.e., a

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		contrast ratio of 4.5:1) for elements present in the application.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** Text may be resized up to 200% within the application without the appearance of unwanted distortions or alterations; with the use of Zoom (not to be confused with the live meeting application)/Magnification.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** Apart from logos (which qualifies as essential use of image text), there are no instances of imagery being used to represent text within the application.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	**Remark:** The application accurately provides the content to users without loss of information or functionality and does not require scrolling in two dimensions; allowing users to access information present in the application logically, and with ease.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	**Remark:** The application has a sufficient contrast ratio (i.e., 3:1 against adjacent colors) for elements present in the application.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	**Remark:** Text spacing is not applicable in mobile applications. However, within the mobile app, users can alter and adjust existing text's font size, without generating any major alterations or

Criteria	Conformance Level	Remarks and Explanations
		distortions within the application.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	**Remark:** There is no element available in the application which triggers additional content after receiving pointer hover or keyboard focus.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 602.3 (Support Docs) – Does not apply to non-web docs	**Supports**	**Remark:** Multiple ways of navigation are present in the application.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** Headings presented in the application are descriptive and sufficient labeling is provided for each element wherever descriptive labeling is needed.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** Tab focus is visible on every keyboard required interactive element present in the application.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** The language of each passage or phrase in the application can be programmatically determined; and there is no change in language throughout the entirety of the application.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 602.3 (Support Docs) – Does not apply to non-web docs	**Support**	**Remark:** Repeated components are occurring in the same order on every page of the application, which assists users in predicting the location and

Criteria	Conformance Level	Remarks and Explanations
		functionality of components on other screens.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 602.3 (Support Docs) – Does not apply to non-web docs	**Supports**	**Remark:** Elements that have the same functionality across multiple screens in the application have the same label(s) or name.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Supports**	**Remark:** Error messages that appear in the application are descriptive and precise.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 602.3 (Support Docs)	**Not Applicable**	**Remark:** This success criterion is related to legal commitment, financial data, etc., which involves serious risk if no option is provided for the user to review or revert the data before submission. However, the application does not have any such forms, where such risks would be associated.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	**Remark:** Screen reader notifies the user about pop-ups, messages, and modals that appear in the application.

Table 3: Success Criteria, Level AAA

Notes: This application is not subject to the requirements of this section

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	**Supports**	**Remark:** Screen reader equally supports the application for users with visual impairments. Users using the screen readers can easily operate and navigate through the application without issue.
302.2 With Limited Vision	**Supports**	**Remark:** Screen reader equally supports the application for users with visual impairments. Users using the screen readers can easily operate and navigate through the application without issue. The color scheme is appropriate for users with low vision or limited vision impairments. The color contrast ratio of the interactive elements is equal to or greater than the standard ratio of 4.5:1.

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	**Supports**	**Remark:** Screen reader equally supports the application for users with visual impairments. Users using the screen readers can easily operate and navigate through the application without issue. No color is used solely to indicate any type of information on screen such as bullet points, section headers, links, buttons, etc.; that users possessing visual impairments would have to depend on.
302.4 Without Hearing	**Supports**	**Remark:** The application provides functions that can be used by users without the use of hearing. The application also supports closed captioning through the implementation and use of the Zoom SDK; to aid users with auditory-related impairments.
302.5 With Limited Hearing	**Supports**	**Remark:** The application provides functions that can be used by users with limited use of hearing. The application also supports closed

Criteria	Conformance Level	Remarks and Explanations
		captioning through the implementation and use of the Zoom SDK; to aid users with auditorial-related impairments.
302.6 Without Speech	**Supports**	**Remark:** Application has good keyboard support and interaction, as the interactive elements are accessible using the mobile device's keyboard commands; as well as device support for external integration of assistive technologies (utilizing switch access/switch control).
302.7 With Limited Manipulation	**Supports**	**Remark:** There are no such complicated keyboard actions required in the application to perform any task, which requires simultaneous actions or extensive fine motor control. In cases of extreme mobility impairments, the application supports the use of Voice Control (voice-to-text) technology so that users may speak aloud words that otherwise the user would have had to manually type out. Users also have the option to use personalized external assistive keyboards, that support the user's mobility impairments using Switch Access/Switch Control.
302.8 With Limited Reach and Strength	**Supports**	**Remark:** Application has good support for

Criteria	Conformance Level	Remarks and Explanations
		keyboard interaction, as the interactive elements are accessible using the keyboard commands and swipe gestures. In cases of extreme mobility impairments, the application supports the use of Voice Control (voice-to-text) technology so that users may speak aloud words that otherwise the user would have had to manually type out. Users also have the option to use personalized external assistive keyboards, that support the user's mobility impairments using Switch Access/Switch Control.
302.9 With Limited Language, Cognitive, and Learning Abilities	**Supports**	**Remark:** Many features in the application have good support for users with cognitive disabilities, such as: **1.** Application does not have any moving text/images/animations, which may disrupt the user experience. **2.** Application does not have any multimedia, which plays automatically and can confuse the user. **3.** Application does not have any flashing lights or objects, which can put

Criteria	Conformance Level	Remarks and Explanations
		users with cognitive impairments at risk for having seizures.

Chapter 4: Hardware

Notes: This application is not subject to the requirements of this section

Chapter 5: Software

Notes: This application is not subject to the requirements of this section

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	**Does Not Support**	**Remark:** There is no section available in the application, which describes the information regarding accessibility and/or its compatibility with different assistive technologies. **Solution:** Generate a document that lists supported accessibility items that users may face and the solutions that the application contains to resolve those individual user issues.
602.3 Electronic Support Documentation	**Supports** See WCAG 2.1 Section	**Remark:**

Criteria	Conformance Level	Remarks and Explanations
		The application has supporting documents that provide information on accessibility support. However, users with visual disabilities are not able to read and understand this information easily, as documents are not currently tagged for screen reader support. **Solution:** Tag applicable documents (Word, PDF, XLSX, etc.) so that the documents support screen reader/accessibility usage. (e.g.: WCAG, VPAT (supports WCAG))
602.4 Alternate Formats for Non-Electronic Support Documentation	**Supports**	**Remark:** Accessibility Documents supporting the application are provided through a digital medium. Therefore, there is no such requirement for alternate formats for non-electronic support documentation.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	**Does Not Support**	**Remark:** There is no accessibility information section currently available in the application, which provides information regarding accessibility and compatibility features.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	**Supports**	**Remark:** The application supports the user's ability to contact support services in an accessible fashion. The application also supports TTY/TDD (Tele-Type/Tele-Communication Device for the Deaf) allowing users to access support services efficiently or effectively.

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