StationMD App Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: StationMD Mobile App (Version 4.5.0)

Report Date: April 27th, 2025

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.

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Notes: The testing procedure adhered to the WCAG 2.2 AA guidelines, ensuring compliance. The product was determined to be highly supportive overall, with complete support for all elements and functionalities. However, there is a minor limitation in its current state regarding device orientation, which is partially supported.

Evaluation Methods Used:

The product was tested against all the applicable 50 success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 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)
Web Content Accessibility Guidelines 2.2	Level A (Yes)

Standard/Guideline	Included In Report
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

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 2.2 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.2 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Remarks: Alternative text is consistently applied to all visual components, ensuring that they are accessible to users who rely on assistive technologies to interpret content.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	Remarks: There is no prerecorded audio content within the application that would necessitate captions, making this criterion inapplicable.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remarks:** The application does not incorporate prerecorded audio content that would require the use of captions under this criterion.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	Remarks: As the application does not include audio or video content requiring additional audio descriptions or alternative media, this criterion is not applicable.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	**Supports**	Remarks: The application's design ensures that information and relationships are fully accessible via assistive technologies, enabling users to interact with

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		content and its related elements seamlessly.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Remarks: All visual elements in the application are appropriately labeled with alternative text to ensure they are accessible and understandable to users.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Remarks: Content can be comprehended and interacted with without relying solely on sensory characteristics, ensuring diverse methods of instruction are available.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Remarks: Color is not the only visual method used in the application to convey information, ensuring users can interpret content through multiple visual cues.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Remarks: The application does not automatically play audio when a page or screen loads, giving users control over their audio experience.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Remarks: The application supports keyboard navigation, enabling users to interact with all keyboard-accessible elements through gestures or by using switch access/switch control features, whether internally or externally.

Criteria	Conformance Level	Remarks and Explanations

2.1.2 No Keyboard Trap (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Remarks:
		The application ensures seamless keyboard navigation, eliminating any risk of keyboard trapping issues throughout the user interface.

2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	Remarks: The application does not rely on specific character key shortcuts, preventing potential conflicts with predefined screen reader shortcuts. If key shortcuts are necessary, the application offers compatibility with screen readers to ensure smooth operation.

2.2.1 Timing Adjustable (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Remarks:
		The application supports real-time events and mandates adjustments based on time, ensuring users can modify settings according to their preferences.

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Remarks:
		There are no features or activities within the application that require pausing, stopping, or hiding content, ensuring a consistent user experience.

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Remarks:
		The application does not contain any content that flashes or blinks, ensuring that users are not exposed to potentially harmful or distracting elements.

2.4.1 Bypass Blocks (Level A) Also applies to:	**Supports**	Remarks: When navigating between screens in the

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		application, content does not repeat unnecessarily. The concept of skipping to the main content link is not applicable in this mobile app context.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Remarks: Each screen in the application is clearly identified with a descriptive and unique header title, ensuring users can easily recognize the current page.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Remarks: The application consistently maintains an accurate and logical focus order across all screens, ensuring smooth navigation for all users.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Remarks: Links in the application are clearly defined, both visually (as hypertext links) and audibly (as links announced by screen readers), ensuring their purpose is easily understood.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	Remarks: All interactive elements in the application that rely on pointer gestures can be operated with a single pointer, avoiding the need for complex or multi-point gestures unless required for specific actions.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	Remarks: The application uses pointer cancellation throughout, ensuring that the down-event of a pointer does not trigger any action. All interactions are initiated solely by the touch-up event.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	Remarks: Each element in the application is paired with a visual label that corresponds to its accessible or programmatic name, ensuring consistency and proper identification across the interface.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Not Applicable**	Remarks: The application does not feature any functionality that is controlled by device motion or user movement.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Remarks: All screens within the application are assigned the language attribute 'EN' (English), allowing screen readers to programmatically detect and read the language setting.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Remarks: When a page element in the application gains focus, no significant changes occur on the page. There are no unexpected pop-up windows, shifts in keyboard focus, or other changes that could potentially confuse or disorient users.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Remarks: Unless explicitly communicated to the user in advance, interacting with or entering data into controls does not cause significant changes to the page, trigger pop-ups, or cause other focus shifts that might disrupt or confuse the user.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Remarks: Error messages are presented in an accessible and clear textual format, ensuring that users are informed of issues in a way they can understand.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Remarks: The application ensures that all required interactive elements within forms or field sets are accompanied by clear labels, cues, and instructions, enabling users to understand their purpose and how to interact with them.
4.1.1 Parsing (Level A) Also applies to: WCAG 2.0 – Always answer 'Supports' Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For WCAG 2.2 and the 508 standards, the July 2023 errata update indicates this criterion is always supported. See the WCAG 2.2 Editorial Errata.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Remarks: All components in the application are assigned meaningful names or labels, defined roles, and correct state values. This ensures screen reader users can clearly identify the purpose and functionality of each element.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Remarks:
		The application leverages Zoom's SDK to enable live captioning functionality, ensuring seamless integration and accessibility for users.

1.2.5 Audio Description (Prerecorded) (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not Applicable	Remarks:
		The application does not feature any prerecorded video content that would require the inclusion of audio descriptions.

1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Partially Supports**	Remarks: Users can seamlessly switch between landscape and portrait orientations while participating in a meeting with a doctor. However, landscape orientation is not supported on other screens within the application.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	Remarks: Input fields within the application are clearly labeled, enabling users to understand their purpose. Additionally, the required information for user input is programmatically identifiable.

1.4.3 Contrast (Minimum) (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Remarks:
		The application adheres to accessibility standards by ensuring that both text and images of text maintain a minimum contrast ratio of 4.5:1.

1.4.4 Resize text (Level AA) Also applies to: Revised Section 508	**Supports**	Remarks: The document is designed to remain fully readable and functional, even when text is resized up to 200

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		percent.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Remarks: The application prioritizes the use of actual text over images of text whenever feasible, except in cases where images of text are necessary to effectively convey specific information.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	Remarks: The application ensures that content is presented clearly without the loss of information or functionality. It is designed to avoid the need for two-dimensional scrolling, allowing users to access information logically and conveniently.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	Remarks: Elements within the application meet a contrast ratio of at least 3:1 against adjacent colors, enhancing visibility and readability for all users.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	Remarks: While text spacing adjustments are not inherently applicable to mobile applications, users can modify and adjust font sizes within the app without causing significant distortions or disruptions to the overall functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	Remarks: The application does not include interactive elements that trigger additional content when hovered over with a pointer or when receiving keyboard focus.
2.4.5 Multiple Ways (Level AA)	**Supports**	Remarks:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		The application supports multiple navigation methods, offering users various options to move seamlessly through its content and functionality.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Remarks: The application ensures that informative page headings and form labels are uniquely designed, avoiding any duplication to enhance clarity and usability.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Remarks: The application provides a clear visual indicator for the element currently in keyboard focus, ensuring users can easily identify it as they navigate through the page using swipe gestures or keys.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Remarks: The application allows for the programmatic determination of the language for all passages or phrases. Moreover, the language used remains consistent throughout the application to avoid confusion.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	**Supports**	Remarks: The application ensures consistent navigation by maintaining the same order for repeated components on every page, enabling users to anticipate their location and functionality across different screens.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508	**Supports**	Remarks: Elements with identical functionality across multiple screens in the application are consistently

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		labeled with the same names or descriptions, enhancing predictability and ease of use.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Remarks: If an input error occurs, the application provides accessible and timely suggestions to help users correct their input efficiently.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Remarks: This criterion is not applicable, as the application does not allow users to modify or delete legal, financial, or test data.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	Remarks: The application ensures compatibility with screen readers to notify users about the presence of pop-ups, messages, and modals. This functionality keeps users with visual impairments informed about critical information and interactions within the application.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	**Supports**	Remarks: The application fully supports screen readers, enabling seamless operation and navigation for users with visual impairments, ensuring accessibility without any difficulties.
302.2 With Limited Vision	**Supports**	Remarks: The application provides robust screen reader support, allowing users with visual impairments to navigate and interact with the application effortlessly. Additionally, the application employs a color scheme optimized for users with low vision or vision impairments. Interactive elements meet or exceed the standard contrast ratio of 4.5:1, ensuring enhanced visibility and accessibility.

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	**Supports**	Remarks: The application offers complete support for screen readers, enabling users with visual impairments to navigate and operate the application with ease. Furthermore, the application avoids relying solely on color to convey information. Visual elements such as bullet points, section headers, links, and buttons are presented with alternative indicators to ensure users with visual impairments can comprehend the content without depending solely on color cues.
302.4 Without Hearing	**Supports**	Remarks: The application provides comprehensive support for users without hearing capabilities. Additionally, it integrates closed captioning functionality using the Zoom SDK. This feature ensures that users with auditory impairments can access and understand the content effectively.
302.5 With Limited Hearing	**Supports**	Remarks: The application supports users with limited hearing capabilities by integrating closed captioning

Criteria	Conformance Level	Remarks and Explanations
		functionality through the Zoom SDK. This feature enhances accessibility and ensures content comprehension for users with auditory-related impairments.
302.6 Without Speech	**Supports**	Remarks: The application provides robust keyboard support and interaction, enabling users to access interactive elements via mobile device keyboard commands. Additionally, it supports external integration with assistive technologies, such as switch access or switch control, ensuring accessibility for users unable to utilize speech input.
302.7 With Limited Manipulation	**Supports**	Remarks: The application does not require complex keyboard actions for tasks, avoiding the need for simultaneous actions or extensive fine motor control. For users with severe mobility impairments, the application supports Voice Control technology, enabling voice-to-text functionality as an alternative to manual typing. Users can also connect personalized external assistive keyboards through Switch Access or Switch Control to accommodate their specific needs. These features ensure accessibility for

Criteria	Conformance Level	Remarks and Explanations
		users with limited manipulation abilities.
302.8 With Limited Reach and Strength	**Supports**	Remarks: The application provides excellent support for keyboard interaction, ensuring access to interactive elements through keyboard commands and swipe gestures. For users with severe mobility impairments, the application integrates Voice Control technology, offering voice-to-text functionality as an alternative to manual input. Users also have the option to connect external assistive keyboards personalized for their needs through Switch Access or Switch Control. These features improve accessibility for users with limited reach or physical strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	**Supports**	Remarks: The application includes features designed to support users with cognitive disabilities, such as: 1. Absence of moving text, images, or animations that could disrupt the user experience. 2. Lack of auto-playing multimedia content that might confuse users. 3. Elimination of flashing lights or

Criteria	Conformance Level	Remarks and Explanations
		objects that could pose seizure risks for users with cognitive impairments.

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	**Not Applicable**	Remarks: The application does not feature a section detailing accessibility information or compatibility with assistive technologies. As a result, creating a document or publication to address these aspects is unnecessary and not applicable.
602.3 Electronic Support Documentation	**Supports**	Remarks: The application provides electronic support documentation, including the WCAG (Web Content Accessibility Guidelines) and VPAT (Voluntary

Criteria	Conformance Level	Remarks and Explanations
		Product Accessibility Template). These resources detail the application's accessibility support.
602.4 Alternate Formats for Non-Electronic Support Documentation	**Not Applicable**	Remarks: Our application exclusively offers support documentation in electronic formats. Since non-electronic documentation support is not provided, alternate formats for individuals with disabilities are unnecessary.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	**Not Applicable**	Remarks: The requirement for ICT support services to include accessibility and compatibility information as specified in 602.2 is not applicable to our application, as 602.2 Accessibility and Compatibility Features are not relevant for testing within this context.
603.3 Accommodation of Communication Needs	**Supports**	Remarks: The application ensures accessible support services by incorporating TTY/TDD (Tele-Type/Tele-Communication Device for the Deaf) compatibility. This feature facilitates efficient and effective communication with support services, enhancing accessibility for users with hearing impairments.

Legal Disclaimer (Company)

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