

# Kyruus Health Search for Provider Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.5)



### **Name of Product/Version:**

Kyruus Health Search for Provider

### **Report Date:**

September 17, 2024

### **Product Description:**

Kyruus Health Search for Provider is an online provider search and scheduling application that helps health systems create a compelling digital front door for consumers, enabling consumers to:

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- Find the right provider based on criteria such as availability, insurance coverage, accepting new patients, clinical specialty, location and gender.
- Make informed decisions about selecting a provider based on rich provider profiles.
- Directly schedule appointments – both in-person and virtual – with providers, as well as save their spot for visits to alternative sites of care, such as urgent care clinics.

## Contact Information:

For any questions about the timeline for accessibility improvements or the general accessibility of this application, please contact [support@kyruushealth.com](mailto:support@kyruushealth.com).

## Evaluation Methods Used:

[Perkins Access](#), an independent accessibility consulting division of [Perkins School for the Blind](#), was contracted by [Kyruus Health](#) to test Kyruus Health Search for Provider and document their findings in this report. Perkins Access accessibility consultants thoroughly reviewed the Web app for conformance to the Web Content Accessibility Guidelines 2.1 Level A and Level AA using a variety of manual testing techniques, assistive technologies and the exclusive use of the keyboard to operate the Web application on both Windows and Mac operating systems.

## 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) Level AA (Yes) Level AAA (No )
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (No) Level AA (No) Level AAA (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

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**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	Non-text content found in Kyruus Health Search for Provider that is presented to the user has a text alternative that serves the equivalent purpose or, where appropriate, is marked as decorative.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not applicable	Kyruus Health Search for Provider itself does not include audio- or video-only time-based media. However, it supports health systems' inclusion of time-based media using YouTube, Vimeo, Brightcove, Vzaar, and VidScrip platforms.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not applicable	Kyruus Health Search for Provider itself does not include time-based media. However, it supports health systems' inclusion of time-based media using YouTube, Vimeo, Brightcove, Vzaar, and VidScrip platforms, allowing individual health systems to upload their own captioned videos.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not applicable	Kyruus Health Search for Provider itself does not include time-based media. However, it supports health systems' inclusion of time-based media using YouTube, Vimeo, Brightcove, Vzaar, and VidScrip platforms, allowing individual health systems to upload their own described videos. Health systems can also provide full text alternatives.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	Information in the application that is conveyed through presentation can be programmatically determined.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	Understanding and operating content in Kyruus Health Search for Provider does not rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not applicable	Kyruus Health Search for Provider does not contain audio that plays automatically for more than 3 seconds that would require a mechanism to pause, stop or control the audio volume independently from the overall system volume level.
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially supports	<p>User interface controls are operable through a keyboard interface and do not require the use of a mouse, with one exception:</p> <ul style="list-style-type: none"> <li>• The Show More/Show Less links in some of the filter panels cannot be focused or activated using the keyboard.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	Focus can be moved away from all user interface controls when using only a keyboard interface.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Not applicable	Kyruus Health Search for Provider does not have keyboard shortcuts that are implemented using only a single letter, punctuation, number or symbol character.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Not applicable	Kyruus Health Search for Provider does not contain any time limitations.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not applicable	Kyruus Health Search for Provider does not use animation or information that updates automatically.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	Kyruus Health Search for Provider does not have flashing content.



Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Partially supports	<p>Kyruus Health Search for Provider provides a means for bypassing blocks of repetitive content on the website, with the following exceptions:</p> <ul style="list-style-type: none"> <li>• There is no skip link to help keyboard users bypass repetitive content.</li> </ul>
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	Pages in Kyruus Health Search for Provider have titles that describe the topic or purpose of the page.
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	Interactive components within the application receive focus in an order that preserves meaning and operability.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	The purpose of links can be determined from the link text alone or from the link text together with its programmatically determined link context.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Not applicable	Kyruus Health Search for Provider does not rely on multipoint (such as pinch zoom) or path-based (such as swipe) gestures to operate.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	Functionality that can be operated using a single pointer does not execute on a down event (such as a click down).
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Supports	User interface controls have accessible names/labels that contain the same text as the component's visible label, where applicable.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Not applicable	Kyruus Health Search for Provider does not include functionality that can be operated by device motion or user motion.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	The default human language used in the application can be programmatically determined.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	When user interface controls receive focus, they do not result in a change of context.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.2.2 On Input</a> (Level A)	Partially supports	<p>When user interface controls in Kyruus Health Search for Provider receive input, they do not initiate a change of context, with the following exceptions:</p> <ul style="list-style-type: none"> <li>• In some autosuggest search components, the focus automatically shifts into the list after entering search terms.</li> <li>• In the Filters panel, assistive-technology users are warned about the change of context that occurs when the filters are activated, but sighted users are not.</li> </ul>
<a href="#">3.3.1 Error Identification</a> (Level A)	Partially supports	<p>If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text immediately following the input, with one exception:</p> <ul style="list-style-type: none"> <li>• If an email address is omitted in the newsletter signup in the footer, the error message is displayed adjacent to the Company Name field.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Partially supports	<p>Sufficient labels or instructions are provided when content requires user input, with the following exception:</p> <ul style="list-style-type: none"> <li>In the footer, the email input is not marked as required.</li> </ul>
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	<p>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>.</p>
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially supports	<p>The name and role for user interface controls can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies, with the following exceptions:</p> <ul style="list-style-type: none"> <li>In the Filters panel, some buttons are coded as links.</li> <li>The Sort &amp; Filter modal dialog that appears at higher zoom levels does not trap the keyboard focus, and cannot be dismissed using the Esc key.</li> </ul>

**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not applicable	Kyruus Health Search for Provider does not include live media.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not applicable	Kyruus Health Search for Provider itself does not include time-based media. However, it supports health systems' inclusion of time-based media using YouTube, Vimeo, Brightcove, Vzaar, and VidScrip platforms, allowing individual health systems to upload their own described videos.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Supports	Kyruus Health Search for Provider does not restrict the view and operation to a single display orientation, such as portrait or landscape.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Partially supports	In the forms for making an appointment, the purpose of some, but not all input fields collecting information about the user can be programmatically determined.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	The visual presentation of text and images of text has a contrast ratio of at least 4.5:1 with surrounding colors.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	Text can be resized 200 percent without loss of content or functionality.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	Images of text are represented by alt text or by text on the page.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Supports	Content is presented without loss of information or functionality, and without requiring scrolling in two dimensions at a minimum width equivalent to 320 CSS pixels and at a minimum height equivalent to 256 CSS pixels.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Partially supports	<p>The visual presentation of user interface components and graphical objects have a contrast ratio of at least 3:1 with surrounding colors with some exceptions:</p> <ul style="list-style-type: none"> <li>• The borders of most form controls.</li> <li>• Focus indicators in select lists in the Filters region.</li> <li>• The yellow ratings stars.</li> </ul>
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Supports	No loss of content or functionality occurs by setting line spacing to at least 1.5 times the font size, spacing following paragraphs to at least 2 times the font size, letter spacing to at least 0.12 times the font size and word spacing to at least 0.16 times the font size.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Supports	Kyruus Health Search for Provider does not contain content that is triggered on hover or focus.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	Kyruus Health Search for Provider provides more than one way to locate a specific Web page within a set of Web pages.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	Headings and labels that describe the topic or purpose of content and controls are present in Kyruus Health Search for Provider.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Partially supports	<p>The keyboard focus indicator is visible on all user interface components, with the following exceptions:</p> <ul style="list-style-type: none"> <li>● the Sort &amp; Filter button that appears when the page is set to 200% zoom or higher.</li> <li>● the buttons in modal dialogs for “Book Appointment,” “Book Online,” the phone number contact, and “Contact Form.”</li> </ul>
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	The human language of the content found in Kyruus Health Search for Provider can be programmatically determined.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	Navigational mechanisms that are repeated on multiple pages within Kyruus Health Search for Provider occur in the same relative order each time they are repeated.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	Components that have the same functionality within Kyruus Health Search for Provider are identified consistently.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	Suggestions are provided to the user if an input error is automatically detected and suggestions for correction are known.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	Financial transactions are not part of the Kyruus Health Search for Provider.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Supports	Status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.

## Legal Disclaimer (Kyruus Health)

The information provided in this document is in good faith based on Kyruus Health Search for Provider at the time of the review and does not represent a legally binding claim. Please contact us to report any accessibility errors or for re-evaluation and correction, if necessary.