

Kyruus Health Check-In Accessibility Conformance Report WCAG Edition (Based on VPAT® Version 2.4)



Name of Product/Version:

Kyruus Health Check-In

Report Date:

December 4, 2024

Product Description:

Kyruus Health Check-In is a streamlined patient pre-visit and arrival management solution that simplifies the pre-appointment workflow. Patients provide demographic, insurance and payment information via a personalized text message, reducing the need to capture information at the time of the appointment.

“Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

Contact Information:

For any questions about the timeline for accessibility improvements or the general accessibility of Check-In, please contact support@kyruus.com.

Evaluation Methods Used:

[Perkins Access](#), an independent accessibility consulting division of [Perkins School for the Blind](#), was contracted by [Kyruus](#) to test Check-In and document their findings in this ACR. Perkins Access accessibility consultants thoroughly reviewed Check-In 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 Check-In on both iOS and Android operating systems. The findings in this report apply to both operating systems unless stated otherwise.

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)

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
<p>1.1.1 Non-text Content (Level A)</p>	<p>Partially supports</p>	<p>Most non-text content found in Check-In that is presented to the user has a text alternative that serves the equivalent purpose or, where appropriate, is marked as decorative, with the following exceptions:</p> <ul style="list-style-type: none"> • credit card icons in payment checkout; • confirmation page status icons; • some decorative images that are not hidden from assistive technology; • some decorative images that are marked with alt text; • the human body in the pain diagram. <p>Check-In supports the use of text alternatives for user-customizable non-text content, such as corporate logos.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p>	<p>Not Applicable</p>	<p>Check-In does not include audio- or video-only time-based media.</p>

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	Check-In does not include time-based media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Check-In does not include time-based media.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Partially supports	<p>Information in Check-In that is conveyed through presentation can be programmatically determined, with the following exceptions:</p> <ul style="list-style-type: none"> • Autocomplete suggestions in search functions are not identified or announced by screen reader users. • Most asterisks in required form-field labels are hidden from screen readers. • Error messages are not programmatically associated with their inputs. • Checkboxes and radio buttons are not grouped under a common label. • On Android only, checkboxes and radio buttons are not identified by TalkBack. • On Android only, the choices that users make from select lists are not read by TalkBack. • On iOS only, radio buttons are identified as both checkboxes and radio buttons by VoiceOver.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Supports	When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.
1.3.3 Sensory Characteristics (Level A)	Supports	Understanding and operating content in Check-In does not rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A)	Partially supports	Color is not used in Check-In as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element, except for the side-by-side buttons on certain pages, including Wellness Questionnaire, Hoos JR Hip Survey and KOOS JR. Knee Survey.
1.4.2 Audio Control (Level A)	Not Applicable	Check-In 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.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Partially supports	<p>Some user interface controls in Check-In, such as buttons and text inputs, and are operable when using an external keyboard (Android only), but many are not, including the following instances:</p> <ul style="list-style-type: none"> • the signature fields; • the side-by-side Yes/No buttons; • the side-by-side Taking/Not Taking buttons on the Add Medications page.
2.1.2 No Keyboard Trap (Level A)	Supports	Focus can be moved away from all user interface controls when using only a keyboard interface.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not Applicable	Check-In does not have keyboard shortcuts that are implemented using only a single letter, punctuation, number or symbol character.
2.2.1 Timing Adjustable (Level A)	Not Applicable	Check-In does not contain any time limitations.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Partially supports	Check-In does not use animation or information that updates automatically, with one exception: a pulsating effect when certain buttons (Next, Save, Continue, Cancel, Add, Search, etc.) receive keyboard focus.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	Check-In does not have flashing content.
2.4.1 Bypass Blocks (Level A)	Supports	Check-In provides a means for bypassing blocks of repetitive content within the site.
2.4.2 Page Titled (Level A)	Supports	Pages in Check-In have titles that describe the topic or purpose of the page.
2.4.3 Focus Order (Level A)	Partially supports	<p>Interactive components within Check-In that receive focus in an order that preserves meaning and operability, with the following exception:</p> <ul style="list-style-type: none"> ● The text inputs on the Add Credit Card page.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A)	Partially supports	<p>The purpose of links in Check-In can be determined from the link text alone or from the link text together with its programmatically determined link context, with some exceptions:</p> <ul style="list-style-type: none"> ● the “Edit” buttons on pages such as the Confirm Personal Info page; ● the “Remove” buttons in the Allergies page; ● the “Select” buttons in the Pharmacy Search Results and Provider Search Results pages.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	Check-In does not rely on multipoint (such as pinch zoom) or path-based (such as swipe) gestures to operate.
2.5.2 Pointer Cancellation (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).
2.5.3 Label in Name (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.

Criteria	Conformance Level	Remarks and Explanations
3.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	Check-In does not include functionality that can be operated by device motion or user motion.
3.1.1 Language of Page (Level A)	Partially supports	The default human language used in Check-In can be programmatically determined when in English mode, but not in Spanish mode.
3.2.1 On Focus (Level A)	Supports	When user interface controls receive focus, they do not result in a change of context.
3.2.2 On Input (Level A)	Supports	When user interface controls receive input, they do not initiate a change of context.
3.3.1 Error Identification (Level A)	Partially supports	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. However, inline error messages are not identified or read aloud by screen readers.
3.3.2 Labels or Instructions (Level A)	Supports	Sufficient labels or instructions are provided in Check-In when content requires user input.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A)	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)	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"> ● modal dialogs (warnings/alerts as well as those for allergies, family history , surgery, etc.); ● the side-by-side Yes/No controls that serve the purpose of radio buttons on some pages; ● the side-by-side Taking/Not Taking controls that are on the Add Medications page; ● the "X" buttons on the name tags/chips that appear on the HIPAA Authorization page.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	Check-In does not include live media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	Check-In does not include time-based media.
1.3.4 Orientation (Level AA 2.1 only)	Supports	Check-In does not restrict the view and operation to a single display orientation, such as portrait or landscape.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Does not support	The purpose of input fields collecting information about the user cannot be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.3 Contrast (Minimum) (Level AA)</p>	<p>Partially supports</p>	<p>The visual presentation of text and images of text has a contrast ratio of at least 4.5:1 with surrounding colors, with the following exceptions that occur throughout the site:</p> <ul style="list-style-type: none"> ● Form labels that change from black to light-blue when users focus on a form element. ● The light-blue hover color of blue buttons (i.e., the blue that appears when users hover a pointer over a darker-blue button). ● The light-blue color that is used for certain buttons (such as Patient Agreement). ● The white button labels over pulsating light-blue or light-gray background colors that appear when these controls receive keyboard or screen-reader focus. ● The dark-blue text over the light-blue background on Skip buttons when this control receives keyboard or screen-reader focus.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA)	Not Supported	Check-In responds to Android system-level settings for resizing text, but not to iOS system-level settings.
1.4.5 Images of Text (Level AA)	Supports	Images of text are represented by alt text or by text on the page.
1.4.10 Reflow (Level AA 2.1 only)	Supports	Content is presented without loss of information or functionality, and without requiring scrolling in two dimensions.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially supports	<p>The visual presentation of user interface components and graphical objects in Check-In have a contrast ratio of at least 3:1 with surrounding colors, except for the following instances:</p> <ul style="list-style-type: none"> • the light-gray form-input borders against the white background; • the light-blue color of selected radio buttons.
1.4.12 Text Spacing (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.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	Check-In does not contain content that is triggered on hover or focus.
2.4.5 Multiple Ways (Level AA)	Not applicable	Check-In is a series of forms that users must complete in sequence.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels that describe the topic or purpose of content and controls are present in Check-In.
2.4.7 Focus Visible (Level AA)	Partially supports	The keyboard focus indicator is visible on all user interface components, except for checkboxes and radio buttons, which lack a visible focus indicator on Android devices when using an external keyboard.
3.1.2 Language of Parts (Level AA)	Partially supports	The human language of each passage or phrase found in Check-In can be programmatically determined, except for the Spanish text on the login page.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigational mechanisms that are repeated on multiple pages within Check-In occur in the same relative order each time they are repeated.
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality within Check-In are identified consistently.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA)	Partially supports	Suggestions are provided visually if an input error is automatically detected and suggestions for correction are known, but these suggestions are not read aloud by screen readers when they are displayed.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Check-In provides a way to reverse changes to user-controllable data in data storage systems and has a way to review responses prior to submitting.
4.1.3 Status Messages (Level AA 2.1 only)	Partially supports	<p>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, with two exceptions:</p> <ul style="list-style-type: none"> ● When a name tag/chip is deleted on the HIPAA page, this change is not announced by screen readers. ● When pages are loading and the progress/page-loading animation is visible, there is no programmatic indication that information is loading.

Legal Disclaimer

The information provided in this document is in good faith based on Kyruus Health Check-In 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.