

Accessibility Guide

How MedForward supports equitable access to patient intake

ABOUT THIS DOCUMENT This guide is for healthcare practices and the procurement, compliance, and IT teams that support them. It explains how MedForward's patient intake platform aligns with widely-recognized accessibility standards and how it supports your obligations under the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, and related federal and state requirements.

Our commitment

MedForward has built and operated patient intake forms for healthcare providers for over seventeen years. From the start, the platform has been engineered around the same principles that govern healthcare data itself: confidentiality, accuracy, reliability, and equitable access. Accessibility is the natural extension of those principles. A patient intake form is the first touchpoint between a patient and a practice; that interaction must work for every patient, regardless of how they navigate the web.

MedForward is committed to meeting the Web Content Accessibility Guidelines (WCAG) 2.1 at Conformance Level AA — the standard referenced by the U.S. Department of Health and Human Services in its 2024 Section 504 rule, by courts interpreting ADA Title III, and by procurement teams across the healthcare sector.

WHAT THIS MEANS IN PRACTICE Patients who use screen readers, keyboard-only navigation, voice control, screen magnifiers, or other assistive technologies can complete MedForward intake forms with the same dignity and independence as any other patient.

Regulatory context

Healthcare accessibility obligations come from several converging regulatory frameworks. MedForward's accessibility program is designed to support each of them:

Americans with Disabilities Act, Title III

The Department of Justice has consistently taken the position that ADA Title III applies to the websites and digital services of places of public accommodation, including healthcare providers. The MedForward forms used by your practice are part of that digital surface, and we treat them accordingly.

Section 504 of the Rehabilitation Act

The HHS final rule published in May 2024 requires recipients of federal financial assistance — including most providers who accept Medicare or Medicaid — to ensure that their web content and mobile applications conform to WCAG 2.1 Level A and AA. HHS extended the technical compliance deadlines in May 2026: recipients with fifteen or more employees must meet the standard by May 11, 2027, and

smaller recipients by May 10, 2028. The underlying obligation under Section 504 has been in effect since the rule took effect in July 2024. MedForward's accessibility work directly supports your obligations under this rule.

State laws

Several states maintain their own accessibility statutes — including California's Unruh Civil Rights Act, the New York State Human Rights Law, and others — that apply alongside federal requirements. MedForward's standards-based approach supports compliance across these regimes.

Section 1557 of the Affordable Care Act

Section 1557 prohibits discrimination on the basis of disability in healthcare programs receiving federal funding, with specific implications for the digital tools those programs use to communicate with patients. Accessible intake forms are a meaningful part of meeting that standard.

How MedForward forms support accessibility

MedForward intake forms are built on a unified rendering platform. Improvements made to the platform propagate to every form across every practice automatically — you do not need to update individual forms or pay for individual remediations as standards evolve. The capabilities below reflect what is implemented across MedForward patient-facing intake forms today.

Perceivable

Information and user interface components are presented in ways patients can perceive.

Capability	Supporting Standard
Every form field is programmatically labeled, so that screen readers announce the question being asked before the user enters a response.	WCAG 1.3.1, 4.1.2
Required fields are identified to assistive technologies, not only by visual indicators such as color or symbols.	WCAG 1.3.1, 3.3.2
Related form controls — such as radio button groups for multiple-choice questions — are semantically grouped so screen readers convey the relationship between the question and its answers.	WCAG 1.3.1
Text content meets contrast ratios required for readability by users with low vision and color vision differences.	WCAG 1.4.3
Page language is declared programmatically so assistive technologies can pronounce content correctly.	WCAG 3.1.1
Logical heading hierarchy supports navigation by screen reader users who use heading shortcuts to move through long forms.	WCAG 1.3.1, 2.4.6

Operable

Patients can navigate and interact with every part of an intake form using the input method that works for them.

Capability	Supporting Standard
All form fields, buttons, and controls are reachable using a keyboard alone, without requiring a mouse or touchscreen.	WCAG 2.1.1
Visible focus indicators show keyboard users which element is currently active.	WCAG 2.4.7
Session timeout warnings are announced to assistive technologies so users with disabilities have meaningful opportunity to extend their session before data is lost.	WCAG 2.2.1
Signature fields offer a typed signature option as an equal alternative to drawn signatures, giving keyboard and assistive technology users a path to complete documents that require legal signatures.	WCAG 2.1.1
Page titles and form structure support orientation — users always know where they are in a multi-page form.	WCAG 2.4.2

Understandable

Information and operation of the interface are predictable and clearly communicated.

Capability	Supporting Standard
Validation errors are programmatically announced to assistive technologies, so users who cannot see the form know immediately when and why a submission was blocked.	WCAG 3.3.1
Error messages identify the specific field that needs attention and describe what is required to correct it.	WCAG 3.3.3
Form fields behave predictably — selecting an option does not trigger unexpected navigation or context changes.	WCAG 3.2.2
Form labels and instructions are written in clear, consistent language.	WCAG 3.3.2

Robust

Content works reliably across the broad range of assistive technologies patients use.

Capability	Supporting Standard
Form markup follows established web standards, ensuring compatibility with screen readers including JAWS, NVDA, VoiceOver, and TalkBack.	WCAG 4.1.1, 4.1.2
Interactive elements use standard, semantic HTML so that assistive technology software interprets them correctly without the user needing specialized knowledge.	WCAG 4.1.2
The platform is tested across major modern browsers and operating systems.	Industry practice

Security and accessibility, together

Accessibility does not come at the cost of patient privacy or data security. MedForward maintains full HIPAA compliance in parallel with our accessibility program. Accessibility improvements have been implemented in a way that preserves the security model of every form, including electronic signature capture and protected health information handling.

ASSURANCE No accessibility enhancement compromises the confidentiality, integrity, or auditability of patient data. Patients using assistive technologies submit forms through the same HIPAA-compliant infrastructure as every other patient.

Roles and responsibilities

Accessibility in a healthcare practice is a shared responsibility. The table below clarifies which aspects MedForward handles directly and which remain with your practice.

MedForward's responsibility

- Maintaining the accessibility of the underlying form rendering platform
- Working toward WCAG 2.1 Level AA conformance across MedForward form question types
- Testing accessibility across major browsers, operating systems, and assistive technologies
- Maintaining current documentation, including this guide and our Accessibility Statement
- Responding to accessibility concerns reported by your practice or your patients
- Communicating proactively when accessibility-relevant platform changes are released

Practice responsibility

- Writing clear, plain-language question text on forms your practice creates
- Choosing question types appropriate to the information being collected
- Providing alternative paths for patients who cannot complete forms electronically, regardless of vendor accessibility (for example, telephone or in-person assistance)
- Publishing your own practice-level accessibility statement, as may be required by your obligations under Section 504, Section 1557, or state law
- Ensuring practice staff know how to respond to patients who report accessibility concerns
- Reporting any accessibility concerns you become aware of to MedForward, so we can investigate and respond

Working with assistive technology users

If a patient at your practice has questions about completing a MedForward intake form using assistive technology, here is what you can tell them:

- MedForward forms support screen readers, keyboard-only navigation, voice control, and screen magnification.
- If a patient prefers, they may complete intake by telephone or in person with practice staff — your practice's own accommodation processes apply.
- Patients who encounter accessibility barriers are encouraged to report them to your practice. Your practice can then forward the report to MedForward.
- MedForward treats accessibility reports with the same urgency as any other production issue.

Reporting an accessibility concern

MedForward welcomes feedback on the accessibility of our forms. If a patient, staff member, or accessibility coordinator at your organization identifies a barrier, please let us know.

Through your practice administrator: Your practice's MedForward administrator can submit reports directly through their MedForward support contact.

Direct contact: Email accessibility issues or questions to support-team@medforward.com.

When reporting, please include: the form or page where the issue occurred, the assistive technology being used (if applicable), a description of what was expected versus what happened, and any contact information so we can follow up. MedForward responds to accessibility reports promptly and treats them as production issues.

Ongoing commitment

Accessibility is not a destination, it is a discipline. The regulatory landscape continues to evolve, assistive technologies advance, and patient expectations rightly rise. MedForward's accessibility program is structured to keep pace:

- Accessibility is incorporated into the development process for new features, not added afterward.
- Standards-based markup means improvements compound across every form and every practice on the platform.
- Regular review against WCAG 2.1 Level AA ensures the platform stays aligned as guidance is refined.
- Client-reported issues feed directly into MedForward's roadmap and are tracked through resolution.

PARTNERSHIP Your practice's commitment to accessible care and MedForward's commitment to an accessible platform work together. We are grateful for clients who hold the bar high — it makes the platform better for every patient at every practice we serve.

Contact

Questions about this guide or accessibility concerns can be directed to MedForward through your account contact or by emailing support-team@medforward.com.

MedForward, Inc. • Nashville, Tennessee
HIPAA • WCAG 2.1 Level AA
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