

Accessibility Statement

Our commitment to accessible patient intake

Our commitment

MedForward is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone and applying relevant accessibility standards to our patient intake forms.

We believe that the first interaction between a patient and a healthcare practice should work for every patient, regardless of how they navigate the web. Accessibility is a core part of how we build and maintain our platform.

Standard we follow

MedForward works to conform to the Web Content Accessibility Guidelines (WCAG) 2.1 at Conformance Level AA. WCAG is the internationally recognized technical standard for web accessibility, published by the World Wide Web Consortium (W3C). Level AA is the standard referenced by the U.S. Department of Health and Human Services for healthcare providers, by the Department of Justice for businesses serving the public, and by procurement teams across the healthcare sector.

What this means for you

MedForward patient intake forms are designed to work with the assistive technologies patients depend on, including:

- Screen readers, such as JAWS, NVDA, VoiceOver, and TalkBack
- Keyboard-only navigation
- Voice control software
- Screen magnification
- Browser-based accessibility settings, such as adjusted text size and color contrast

Patients using assistive technologies submit forms through the same secure, HIPAA-compliant platform as every other patient. Accessibility does not come at the cost of privacy.

Scope

This statement applies to patient-facing intake forms served through the MedForward platform on behalf of healthcare practices. Individual practices using MedForward may also publish their own accessibility statements covering their broader websites and services.

Reporting an accessibility issue

If you experience an accessibility barrier while completing a MedForward intake form, we want to know. Your feedback helps us improve.

Email: support-team@medforward.com

When contacting us, please include:

- The name of the practice whose form you were completing, if known
- A description of the barrier you encountered
- The assistive technology you were using, if any
- Your contact information, so we can follow up

MedForward treats accessibility reports with the same urgency as any other issue affecting patient access to our platform. We will respond promptly and work to resolve any barriers you have identified.

ALTERNATIVE FORMATS If you are unable to complete an intake form electronically, please contact your healthcare practice directly. Practices using MedForward maintain alternative paths — including telephone or in-person assistance — to ensure every patient can complete intake regardless of how they prefer to interact with technology.

Ongoing work

Accessibility is not a destination, it is a discipline. We continue to test, improve, and align our platform with evolving accessibility standards and the assistive technologies our patients rely on. Feedback from patients, practice staff, and accessibility coordinators directly informs our work.

Contact

For accessibility questions, concerns, or to request additional information, please contact us:

Email: support-team@medforward.com

MedForward, Inc.

Nashville, Tennessee