

VPAT Accessibility Conformance Report

(Based on ITI VPAT[®])

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| Name of Product | Patient Portal Module (related to CPEM) |
| Date Last Updated | April 21, 2026 |
| Completed by | Tiffany B, Justin Binder (Elsevier Digital Accessibility Team) |
| Applicable Standards/Guidelines | This document rates Patient Portal Module (related to CPEM) according to the W3C WCAG 2.1 A and AA requirements. |
| Contact for More Information | Elsevier Digital Accessibility Team accessibility@elsevier.com |
| Testing Tools and Methods | <ul style="list-style-type: none">• Hands-on keyboard operation• DevTools/Code inspection• Chrome 147.0.7727.56 Official on Windows 11 23H2• NVDA screen reader 2025.3• ARC Toolkit Browser Extension• Axe DevTools Browser Extension• IBM Equal Access Accessibility Checker Browser Extension• Web Developer Browser Extension• WAVE Browser Extension• Color Contrast Analyzer• Paul J. Adams Bookmarklets• W3C Web Accessibility Initiative (WAI) Pages• Elsevier Accessibility Checklist |
| Document Sections | This review document includes all WCAG 2.1 A and AA checkpoints, organized into 7 logical sections: <ul style="list-style-type: none">• Visuals• Keyboard• Headings and Structure• Labeling• Multimedia• Usability• Mobile User Experience |
| Pages Covered | <ul style="list-style-type: none">• Patient Portal Module Home• Patient Portal Module Health Issues Result• Patient Portal Module Medications Result• Patient Portal Module Labs & Tests Result• Patient Portal Module Video Result |
| Terms | <ul style="list-style-type: none">• Supports: The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation.• Partially supports: Some functionality of the product does not meet the criteria.• Does not support: Majority of functionality of the product does not meet the criteria. |

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| | <ul style="list-style-type: none">• Supports (N/A): According to W3C on conformance, "If there is no content to which a success criterion applies, the success criterion is satisfied." |
| Notes/Terminology | <ul style="list-style-type: none">• "AT" stands for Assistive Technology such as screen readers, voice input, etc. |

Conformance Summary

| WCAG 2.1 Success Criterion | Level | Evaluation |
|---|-------|--------------------|
| 1.1.1: Non-text Content | A | Partially supports |
| 1.2.1: Audio-only and Video-only (Prerecorded) | A | Supports |
| 1.2.2: Captions (Prerecorded) | A | Supports |
| 1.2.3: Audio Description or Full Text Alternative | A | Does not support |
| 1.2.4: Captions (Live) | AA | Supports |
| 1.2.5: Audio Description | AA | Does not support |
| 1.3.1: Info and Relationships | A | Partially supports |
| 1.3.2: Meaningful Sequence | A | Partially supports |
| 1.3.3: Sensory Characteristics | A | Supports |
| 1.3.4: Orientation (2.1) | AA | Supports |
| 1.3.5: Identify Input Purpose (2.1) | AA | Supports |
| 1.4.1: Use of Color | A | Supports |
| 1.4.2: Audio Control | A | Supports (N/A) |
| 1.4.3: Contrast (Minimum) | AA | Supports |
| 1.4.4: Resize text | AA | Supports |
| 1.4.5: Images of Text | AA | Supports |
| 1.4.10: Reflow (2.1) | AA | Partially supports |
| 1.4.11: Non-Text Contrast (2.1) | AA | Supports |
| 1.4.12: Text Spacing (2.1) | AA | Supports |
| 1.4.13: Content on Hover or Focus (2.1) | AA | Supports |
| 2.1.1: Keyboard | A | Supports |
| 2.1.2: No Keyboard Trap | A | Supports |
| 2.1.4: Character Key Shortcuts (2.1) | A | Supports (N/A) |
| 2.2.1: Timing Adjustable | A | Supports |
| 2.2.2: Pause, Stop, Hide | A | Supports |
| 2.3.1: Three Flashes or Below Threshold | A | Supports |
| 2.4.1: Bypass Blocks | A | Supports |
| 2.4.2: Page Titled | A | Partially supports |
| 2.4.3: Focus Order | A | Supports |
| 2.4.4: Link Purpose (In Context) | A | Supports |
| 2.4.5: Multiple Ways | AA | Partially supports |
| 2.4.6: Headings and Labels | AA | Partially supports |
| 2.4.7: Focus Visible | AA | Supports |
| 2.5.1: Pointer Gestures (2.1) | A | Supports (N/A) |
| 2.5.2: Pointer Cancellation (2.1) | A | Supports (N/A) |
| 2.5.3: Label in Name (2.1) | A | Supports |
| 2.5.4: Motion Actuation (2.1) | A | Supports (N/A) |
| 3.1.1: Language of Page | A | Supports |
| 3.1.2: Language of Parts | AA | Does not support |

| WCAG 2.1 Success Criterion | Level | Evaluation |
|--|-------|--------------------|
| 3.2.1: On Focus | A | Supports |
| 3.2.2: On Input | A | Supports |
| 3.2.3: Consistent Navigation | AA | Supports |
| 3.2.4: Consistent Identification | AA | Supports |
| 3.3.1: Error Identification | A | Supports (N/A) |
| 3.3.2: Labels or Instructions | A | Partially supports |
| 3.3.3: Error Suggestion | AA | Supports (N/A) |
| 3.3.4: Error Prevention (Legal, Financial, Data) | AA | Supports |
| 4.1.1: Parsing | A | Supports |
| 4.1.2: Name, Role, Value | A | Partially supports |
| 4.1.3: Status Messages (2.1) | AA | Supports |

WCAG 2.1 A and AA Success Criteria

Visuals

| WCAG 2.1 Checkpoint | Conformance Level | Remarks |
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| 1.1.1: Non-Text Content (A) Provide text alternatives for non-text content (e.g. images) | Partially supports | In most instances informative images that require text alternatives are provided. Please provide appropriate alt text alternatives or labels to ensure screen reader compatibility. Exceptions: <ul style="list-style-type: none"> Elsevier Logo Spanish photos |
| 1.3.3: Sensory Characteristics (A) Do not rely on sensory characteristics of components such as shape, size, visual location, orientation, or sound | Supports | There are no instructions or areas of content which rely solely on sensory characteristics. |
| 1.4.1: Use of Color (A) Color is not used as the only visual means of conveying info | Supports | In most instances, when color is used as a means of conveying information, another visual method is also used to convey the information without color. |
| 1.4.3: Color Contrast (Minimum) (AA) Text has enough contrast with the background (4.5:1 for small text and 3:1 for large text) | Supports | All text has a 4.5:1 ratio with the background color where it resides. |
| 1.4.4: Resize Text (AA) Text can be enlarged up to 200% without loss of functionality. | Supports | Text may be enlarged to 200% while preserving functionality of content. |
| 1.4.5: Images of Text (AA) Text is used rather than images of text, except where the presentation of text is essential, such as logos | Supports | No images of text are used other than logos. |
| 1.4.10: Reflow (AA) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: | Partially supports | All the content is viewable and reflows at different media query settings. The tab panel widget does not collapse down into a custom dropdown field that is not fully accessible by AT. The footer content is wrapped so that there are only a few words on each line which may cause difficulty reading. Pages must be able to be sized to 1280 x 1024 and zoomed to 400% or mobile dimensions without loss of functionality. |

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| <ul style="list-style-type: none"> Vertical scrolling content at a width equivalent to 320 CSS pixels; Horizontal scrolling content at a height equivalent to 256 CSS pixels.. | | |
| <p>1.4.11: Non-Text Contrast (AA) User interface components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s).</p> | Supports | All non-text UI components and graphical objects have at least a 3:1 contrast ratio against surrounding colors. |
| <p>1.4.12: Text Spacing (AA) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all the following and by changing no other style property:</p> <ul style="list-style-type: none"> Line height (line spacing) to at least 1.5 times the font size; Spacing following paragraphs to at least 2 times the font size; Letter spacing (tracking) to at least 0.12 times the font size; Word spacing to at least 0.16 times the font size. | Supports | Users may adjust the text spacing of content on pages to the minimum baseline properties without causing loss of content or functionality. |
| <p>1.4.13: Content on Hover or Focus (AA) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and</p> | Supports | No applicable instances of content that may appear on hover or focus. |

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| then hidden, the following are true: <ul style="list-style-type: none"> Dismissible Hoverable Persistent | | |
| 2.3.1: Three Flashes or Below Threshold (A) No more than three flashes in a 1-second period, or the flashes are below the defined thresholds | Supports | No flashing content exists. |

Keyboard

| WCAG 2.1 Checkpoint | Conformance Level | Remarks |
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| 1.3.2: Meaningful Sequence (A) The correct reading sequence can be programmatically determined | Partially supports | The correct reading sequence is typically logical and programmatically determinable, with the DOM order according with the visual order in most areas. Exceptions: <ul style="list-style-type: none"> The results content resides outside the main landmark. |
| 2.1.1: Keyboard (A) All functionality is available from a keyboard, except for tasks such as drawing | Supports | Globally, web page content and functionality is keyboard operable across pages. |
| 2.1.2: No Keyboard Trap (A) The user can use the keyboard to move through page elements and is not trapped on a particular element | Supports | No pages have a keyboard trap. |
| 2.1.4: Character Key Shortcuts (A) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: <ul style="list-style-type: none"> Turn off Remap Active only on focus | Supports (N/A) | The site does not use any character key shortcuts. |

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| 2.4.3: Focus Order (A) Users can tab through the elements of a page in a logical order | Supports | Globally, interactive elements receive keyboard focus and are in the tab order. |
| 2.4.7: Focus Visible (AA) The page element with the current keyboard focus has a visible focus indicator | Supports | All elements across the site have a decent visible indication of focus. |
| 3.2.1: On Focus (A) When a UI component receives focus, this does not trigger unexpected actions. | Supports | Focusable elements do not cause unexpected actions/changes of context when receiving focus. |

Headings and Structure

| WCAG 2.1 Checkpoint | Conformance Level | Remarks |
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| 1.3.1: Information and Relationships (A) Info, structure, and relationships can be programmatically determined | Partially supports | Most content is distinguishable via semantic structure and relationships. A logical heading order reflecting page organization and content is programmatically determinable on most pages. List markup is used appropriately in many instances. Input elements have programmatically determinable labels. Exceptions: <ul style="list-style-type: none"> The links within the results tab panel widget are structured within parent <article> elements instead of an unordered list. |
| 2.4.1: Bypass Blocks (A) Users can bypass repeated blocks of content. | Supports | Landmarks demarcating various content regions are provided to allow AT users to conveniently jump to different areas of content or orient to the page. There is a skip to main content link with a valid target and focus moves as expected upon activation. |
| 2.4.6: Headings and Labels (AA) Headings and labels are clear and consistent. | Partially supports | Though headings exist some are visually hidden or there are hierarchical order issues to properly convey the page structure. Accessible names are also present for most items except a logical name for the back button that returns to the results page. Voice users may have difficulty with the button due to the current label. |
| 3.1.1: Language of Page (A) The language of the page is specified | Supports | The primary language is properly defined on this page. |
| 3.1.2: Language of Parts (AA) Specify the language of text passages that are in a different language than the default language of the page. | Does not support | There are sections of text or images with text that do not match the default language of the page. There is no lang attribute to communicate with AT the change in language. |
| 4.1.1: Parsing (A) Use valid, error-free HTML | Supports | HTML and CSS typically pass concerning these 4 specific criteria: (i) elements have complete start and end tags, (ii) elements are nested according to their specifications (iii) elements do not contain duplicate attributes |

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| | | <p>(iv) any IDs are unique, except where the specifications allow these features.</p> <p>Note: There may be other general HTML validation errors outside the scope of this criterion. WCAG 2.1 Errata notes: “This Success Criterion should be considered as always satisfied for any content using HTML or XML.”</p> |
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Labeling

| WCAG 2.1 Checkpoint | Conformance Level | Remarks |
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| <p>1.3.5: Identify Input Purpose (AA)</p> <p>The purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none"> • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data. | Supports | Form input collecting information about the user can be programmatically determined. |
| <p>2.4.2: Page Titled (A)</p> <p>The page has a title describing its topic or purpose</p> | Partially supports | <p>Most pages have a unique and meaningful page title. They mostly reflect the purpose of the page.</p> <p>Exceptions</p> <ul style="list-style-type: none"> • There is a contextually descriptive page title for the article and video pages. When the different language versions of articles and videos are loaded, the page title does not change to match that chosen language. The search results page does not include the search keyword or phrase. |
| <p>2.4.4: Link Purpose (In Context) (A)</p> <p>The purpose of each link can be determined from the link text or surrounding context.</p> | Supports | All links can be determined from the link text. |
| <p>2.5.3: Label in Name (A)</p> | Supports | Most user interface components have visual labels that are programmatically associated with their inputs. |

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| For user interface components with labels that include text or images of text, the name contains the text that is presented visually. | | |
| 3.2.4: Consistent Identification (AA) UI components used across the web site are identified consistently on every page. | Supports | Components are typically consistent across the site, and identified consistently where they perform the same function across pages. |
| 3.3.1: Error Identification (A) Input errors are clearly marked and described to the user. | Supports (N/A) | For forms that require validation, errors are programmatically and visually presented. |
| 3.3.2: Labels or Instructions (A) Items requiring user input are clearly labeled or have clear instructions. | Partially supports | Some visible Labels are provided for the form elements. Note: see SC 1.3.1 for exceptions where visible labels may not be programmatically associated with inputs. |
| 3.3.3: Error Suggestion (AA) When the user makes an input error, give suggestions for valid input. | Supports (N/A) | The nature of content would largely not give rise to opportunities for error suggestions, but relevant helpful suggestions are occasionally provided in text. |
| 4.1.2: Name, Role, Value (A) For all UI components, the name, value, and role can be programmatically determined. | Partially supports | Some items communicate their current state, accessible name and role. There are instances of items with multiple naming conventions and items not properly stating their role causing confusion and extra cognitive load on AT users. Exceptions: <ul style="list-style-type: none"> The links within the results tab panel widget are structured within parent <article> elements instead of an unordered list. |
| 4.1.3: Status Messages (AA) In content implemented using markup languages, 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. | Supports | Status messages are provided to make users aware of important changes in content that are not given focus. Examples: error messages, number of returned results, and number of selected items. This can be accomplished by adding error messages or aria live regions. |

Multimedia

| WCAG 2.1 Checkpoint | Conformance Level | Remarks |
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| 1.2.1: Audio-only or Video-only (Prerecorded) (A) Provide alternatives for pre-recorded audio-only or video-only content. | Supports | There is no pre-recorded audio-only or video-only content. |
| 1.2.2: Captions (Prerecorded) (A) Provide captions for pre-recorded audio | Supports | Captions are provided for audiovisual content in English and Spanish. |
| 1.2.3: Audio Description or Media Alternative (Prerecorded) (A) Provide alternatives for pre-recorded synchronized audio/video | Does not support | Neither audio descriptions nor suitable textual alternative are provided as alternatives for video in audiovisual content. |
| 1.2.4: Captions (Live) (AA) Provide captions for live audio in synchronized audio/video. | Supports | Captions are provided and synchronized to the audio/video content. |
| 1.2.5: Audio Description (Prerecorded) (AA) Provide an audio description of pre-recorded video. | Does not support | Audio descriptions are not provided for videos. |
| 1.4.2: Audio Control (A) Audio can be paused and stopped, or the audio volume can be changed. | Supports (N/A) | No pages feature audio that plays automatically. |
| 2.2.2: Pause, Stop, Hide (A) Users can stop, pause, or hide moving, blinking, scrolling, or auto-updating information. | Supports | There is no moving, scrolling, or auto-updating information. The video content does not auto play on load. |

Usability

| WCAG 2.1 Checkpoint | Conformance Level | Remarks |
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| <p>2.2.1: Timing Adjustable (A) Users are warned of time limits shorter than 20 hours and time limits can be turned off or extended</p> | Supports | Pages are not subject to session time limits. |
| <p>2.4.5: Multiple Ways (AA) More than one way is available to navigate to other web pages.</p> | Partially supports | <p>Most pages (except steps/results of a process) may typically be located and accessed in multiple ways. For example, main navigation is consistently available across pages, and secondary navigation is often present in the form of breadcrumb trails representing page hierarchy. Global search functionality that comprehensively indexes content across the site allows users to find specific pages.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> The search field is in the main page content and not the page header so it is not possible to access it from multiple ways outside of the home landing page. |
| <p>3.2.2: On Input (A) Changing the setting of a checkbox, radio button, or other UI component does not trigger unexpected changes in context.</p> | Supports | When a user inputs information or interacts with a control, it does not result in a substantial change to the page, the spawning of a pop-up window, an additional change of keyboard focus, or any other change that could confuse or disorient the user unless the user is informed of the change ahead of time. |
| <p>3.2.3: Consistent Navigation (AA) Navigation menus are in the same location and order on every web page.</p> | Supports | Navigation menus are consistent across pages. |
| <p>3.3.4: Error Prevention (Legal, Financial, Data) (AA) For web pages with legal or financial commitments, input can be reviewed and corrected before final submission, and submissions can be reverted.</p> | Supports | There are no submissions which require legal or financial commitments. |

Mobile User Experience

| WCAG 2.1 Checkpoint | Conformance Level | Remarks |
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| <p>1.3.4: Orientation (AA) Content does not restrict its view and operation to a single display orientation, such as portrait or</p> | Supports | Pages do not restrict view and operation of content to a single orientation. |

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| landscape, unless a specific display orientation is essential. | | |
| <p>2.5.1: Pointer Gestures (A)</p> <p>All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p> | Supports (N/A) | Pages do not utilize or require multipoint or path-based gestures for any functionality. |
| <p>2.5.2: Pointer Cancellation (A)</p> <p>For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> • No Down-Event • Abort or Undo • Up Reversal • Essential | Supports (N/A) | All interactive content functions through the Up-Event, allowing users to potentially move their pointer off the component to cancel. |
| <p>2.5.4: Motion Actuation (A)</p> <p>Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> • Supported Interface • Essential | Supports (N/A) | There is no content that utilizes device or user motion. |