VPAT Accessibility Conformance Report

(Based on ITI VPAT©)

Name of Product	**PatientPass**
Date Last Updated	June 20, 2026
Completed by	Justin Binder (Elsevier Digital Accessibility Team)
Applicable Standards/Guidelines	This document rates PatientPass 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	• Hands-on keyboard operation • DevTools/Code inspection • Version 149.0.7827.115 (Official Build) (64-bit) on Windows 11 23H2 • NVDA screen reader 2025.3 • WAVE Browser Extension • Color Contrast Analyzer • 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: • Visuals • Keyboard • Headings and Structure • Labeling • Multimedia • Usability • Mobile User Experience
Pages Covered	• **Patient:** My Education, Document, Video, Search • **Clinician:** Search, Favorites, Education History, Preview • **Admin:** Users, Add User, Procedures, Add New Procedure, Bulk Upload, Reporting, Settings, Branding, Hide Education
Terms	• **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. • **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	• “AT” stands for Assistive Technology such as screen readers, voice input, etc. • “EHR” refers to Electronic Health Record – the Patient & Clinician contexts of PatientPass are presented within an EHR interface

Conformance Summary

WCAG 2.1 Success Criterion	Level	Evaluation
1.1.1: Non-text Content	A	Supports
1.2.1: Audio-only and Video-only (Prerecorded)	A	Supports (N/A)
1.2.2: Captions (Prerecorded)	A	Supports
1.2.3: Audio Description or Full Text Alternative	A	Partially supports
1.2.4: Captions (Live)	AA	Supports (N/A)
1.2.5: Audio Description	AA	Does not support
1.3.1: Info and Relationships	A	Partially supports
1.3.2: Meaningful Sequence	A	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 (N/A)
1.4.1: Use of Color	A	Partially supports
1.4.2: Audio Control	A	Supports (N/A)
1.4.3: Contrast (Minimum)	AA	Supports
1.4.4: Resize text	AA	Partially 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 (N/A)
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	Partially supports
2.2.2: Pause, Stop, Hide	A	Supports (N/A)
2.3.1: Three Flashes or Below Threshold	A	Supports (N/A)
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	Supports
2.4.6: Headings and Labels	AA	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
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	Supports

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
3.3.2: Labels or Instructions	A	Partially supports
3.3.3: Error Suggestion	AA	Supports
3.3.4: Error Prevention (Legal, Financial, Data)	AA	Supports (N/A)
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
1.1.1: Non-Text Content (A) Provide text alternatives for non-text content (e.g. images)	Supports	Images and icons are typically accompanied by appropriate text equivalents. For instance, images within educational content articles typically feature descriptive alt text. Component icons may very uncommonly have verbose/extraneous text alternatives.
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	Partially supports	In almost all instances, when color is used as a means of conveying information, another visual method is also used to convey the information without color. **Exceptions:** • [Clinician] Search: Patient filters dropdown menus – Selectability of sort options in menu are only distinguished via color difference (dark teal vs. dark grey) – selectability indicates which sort option is currently active
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	Text has sufficient contrast with its corresponding background in all areas.
1.4.4: Resize Text (AA) Text can be enlarged up to 200% without loss of functionality.	Partially supports	Text may be enlarged to 200% while preserving functionality of content in almost all instances. Browser text scaling at 200% may necessitate horizontal scrolling within educational content container. PatientPass additionally features font size selection functionality (Regular, Medium Large) for educational content (Document) text in the Patient context. **Exceptions:** • [Admin] Add New Procedure, Hide Education: Buttons in modal – Button text labels may be truncated at 200% text scaling • [Admin] Settings: Main content – Main content is cut off and not reachable by horizontal scrolling at 200% text scaling.
1.4.5: Images of Text (AA) Text is used rather	Supports	No images of text are used other than for logos or essential presentation.

than images of text, except where the presentation of text is essential, such as logos		
1.4.10: Reflow (AA) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels..	Partially supports	Many pages utilize a responsive view where content reflows into a single column to some extent; in some instances pages may be zoomed to 400% without necessitating horizontal scrolling, nor loss of functionality/content. **Exceptions:** • [Patient] My Education: Table headers – Table content largely and comprehensibly reflows into a single column without loss of information or functionality at very high zoom states – except for "Shared By" sort options in the table header • [Patient] Document: Main content – Content typically reflows into a single column at high zoom states, but container's visible area may be severely limited and may (along with font controls) be truncated due to persistent headers • [Patient] Video: Main content – Content, including video player, may be significantly obscured by persistent headers at very high zoom states. (Synchronized transcript feature, when activated, overlays headers and may be repositioned/resized via pointer or keyboard.) Video player does not feature fullscreen functionality. • [Clinician] All pages: Main content – Space for main content may be significantly curtailed (and content obscured) by persistent headers or sidebars at very high zoom states. • [Admin] All Pages: Main content – Majority of content is cut off or disappears from the page. Horizontal scrolling may be necessary in main content area at very high zoom states or smaller viewports. While data tables constitute the significant content on some pages, reaching several components external to the tables may require horizontal scrolling. At very high zoom states, user menu button may be subject to truncation, and links/policy language in the footer may be condensed or disappear.
1.4.11: Non-Text Contrast (AA) User interact components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s).	Supports	All non-text UI components and graphical objects have at least a 3:1 contrast ratio against surrounding colors.
1.4.12: Text Spacing (AA) In content implemented using markup languages that support the following text style properties, no loss of content or	Supports	Users may adjust the text spacing of content on pages to the minimum baseline properties without causing loss of content or functionality. Note: PatientPass content in the Patient and Clinician context is presented in the EHR interface via <iframe>, which may impede methods of applying user preferences for text spacing via bookmarklet. Other methods, e.g. browser extensions, are viable.

functionality occurs by setting all the following and by changing no other style property: • 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.		
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 then hidden, the following are true: • Dismissible • Hoverable • Persistent	Supports (N/A)	No applicable instances of content that may appear on hover or focus.
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 (N/A)	No flashing content exists.

Keyboard

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.3.2: Meaningful Sequence (A) The correct reading sequence can be programmatically determined	Supports	The correct reading sequence is typically logical and programmatically determinable, with the DOM order according with the visual order.
2.1.1: Keyboard (A)	Supports	All standard web page content and functionality is keyboard operable across pages.

All functionality is available from a keyboard, except for tasks such as drawing		
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: • Turn off • Remap • Active only on focus	Supports (N/A)	The site does not use any character key shortcuts.
2.4.3: Focus Order (A) Users can tab through the elements of a page in a logical order	Supports	Tab order is typically logical across the site and preserves the meaning and operability of content. In the Admin context, a success message advising of new user profile creation is presented toward the beginning of the Users page after Add User form is submitted – however, keyboard focus is put on the component sequentially following the message and its close button, despite the change in context.
2.4.7: Focus Visible (AA) The page element with the current keyboard focus has a visible focus indicator	Supports	Elements across the site typically feature a decent visible indication of focus – the focus indicator is often a prominent orange outline.
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
1.3.1: Information and Relationships (A)	Partially supports	Most content is distinguishable via semantic structure and relationships. A logical heading order reflecting page organization and content is programmatically determinable on many pages; list markup

Info, structure, and relationships can be programmatically determined		is used appropriately; data tables feature appropriate tabular markup in many instances. Most input elements have programmatically determinable labels. HTML sectioning elements/landmark roles demarcate content regions. **Exceptions:** • [Patient] Patient Login (staging env): "User Id" field – Input lacks a programmatically determinable label (adjacent visible label is not programmatically associated) • [Patient] Patient Login (staging env): Headings – PatientPass frame lacks a main heading – "Patient Login" at the beginning of the form is not defined as <h1> • [Patient, Clinician] Document, Preview: Headings – Potential issues with logical heading order in educational content: multiple <h1> elements, skipped heading levels e.g. <h1> to <h4> • [Clinician] Search: Patient filters – Filter selection is implemented via <button> elements rather than <select>/combobox inputs. Although buttons bear accessible names of the selected values, adjacent labels are not programmatically associated with the respective inputs, nor are related fields grouped. • [Clinician] Search: Education filters – Checkbox inputs are not grouped (e.g. contained within a fieldset or an element with group role). • [Clinician] Search: Search results table – Data table features table markup with column headers appropriately defined, although header cells lack scope attributes and table may not sufficiently identify row headers (i.e. items' Titles). First header cell (for column of "Favorite" components) is blank and Preferred Language header cell (for column of preferred language flag icons) is blank. • [Clinician] All pages: "Send a Note" input in Education Cart – Input bears an accessible name (via visually-hidden label text) that differs slightly from either the visible adjacent label-esque text, or its placeholder. Placeholder instructions and remaining character counter are not programmatically associated with input (as part of name or description). • [Clinician] Favorites: Tables – Data table features table markup with column headers appropriately defined, although header cells lack scope attributes and table may not sufficiently identify row headers (i.e. items' Titles). First header cell (for column of "Favorite" components) is blank. • [Clinician] Education History: Table – Data table features table markup with column headers appropriately defined, although some header cells lack scope attributes and table may not sufficiently identify row headers. Header cell for additional options components column is blank. • [Admin] Users, Procedures: Table headers – Data table features table markup with column headers appropriately defined, although header cells may lack scope attributes

		• [Admin] Hide Education: Hidden Education table – Table markup is used for the collection of educational content items, although the presentation is more akin to a list • [Admin] Settings: Share Channel table – Table markup is used to organize Share Channel options and associated configurations, but the table lacks defined header cells
2.4.1: Bypass Blocks (A) Users can bypass repeated blocks of content.	Supports	While pages commonly feature logical headings and landmarks, and repeated content in the header is typically sparse, skip links to main content are typically present. Note: Repeated blocks of content toward the beginning of pages may depend on the EHR interface framing PatientPass in Patient & Clinician contexts.
2.4.6: Headings and Labels (AA) Headings and labels are clear and consistent.	Supports	Headings and labels used are typically clear and descriptive. Most pages feature visually distinct and programmatically determinable main and secondary headings to help distinguish content.
3.1.1: Language of Page (A) The language of the page is specified	Supports	The default page language is typically and appropriately defined as lang="en".
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.	Supports	PatientPass features functionality to switch the language of some educational content. Relevant content sections (e.g. in Preview in the Clinican context) are programmatically indicated via lang attributes as differing from the default page language (English).
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 (iv) any IDs are unique, except where the specifications allow these features. 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.”

Labeling

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.3.5: Identify Input Purpose (AA) The purpose of each input field collecting information about the user can be programmatically determined when: • The input field serves a purpose	Supports (N/A)	No applicable form elements that collect such information about the user. User login for the Patient context (which may contain applicable fields) is managed by the EHR/patient portal.

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.		
2.4.2: Page Titled (A) The page has a title describing its topic or purpose	Partially supports	PatientPass content in the Patient & Clinician contexts is presented in the EHR interface via <iframe>, which often have descriptive document <title> elements – however, EHR itself may not reflect page titles appropriately. A descriptive page title that identifies content/purpose is not present across the Admin context: "Elsevier Patient Education" is defined generically as the page title. **Exceptions:** • [Clinician] Search: Page title – PatientPass content <iframe> may retain the <title> element values of individual patient education (document/video) pages when user returns to the Search landing page • [Admin] All Pages: Page title – Pages lack meaningful titles – the title remains "Elsevier Patient Education" across different pages
2.4.4: Link Purpose (In Context) (A) The purpose of each link can be determined from the link text or surrounding context.	Supports	An identifiable purpose may typically be deduced for almost all links from the link text or surrounding context.
2.5.3: Label in Name (A) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	Supports	User interface components that bear visible text typically contain that text within the accessible name. Several required fields feature labels prepended with asterisks '*' with a visually-hidden text equivalent "(Required)" – i.e. the "Required" tag is part of the label for each field.
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)	Supports	In most instances, errors are identified and presented well visually. For many inputs, errors are typically validated dynamically before form submission. Error messages that offer specific feedback are indicated via concise adjacent text or input field labeling; invalid input fields are

Input errors are clearly marked and described to the user.		visually distinguished via prominent red outline. For instance: "Patient Education Confirmation" form in the Clinician context presents a descriptive error message for certain errors, e.g. "Email provided is invalid..." upon form submission; "Add New User" form in the Admin context programmatically associates error messages with input fields via aria-describedby attributes. Submit buttons (e.g. "Send Education") are often disabled until form input is valid, with one exception in the "Add New Procedure" form in the Admin context.
3.3.2: Labels or Instructions (A) Items requiring user input are clearly labeled or have clear instructions.	Partially supports	Labels or instructions are typically provided for most form elements, most of which are programmatically associated with their inputs. Required fields labels are often marked with asterisks '*', and field requirement is also indicated programmatically via required attributes. Note: see SC 1.3.1 for exceptions where visible labels may not be programmatically associated with inputs. **Exceptions:** • [Admin] Add User: Health System field - It is a required field with an asterisk in the label but not programmatically indicated.
3.3.3: Error Suggestion (AA) When the user makes an input error, give suggestions for valid input.	Supports	Error validation occurs dynamically, and suggestions for correction are presented via programmatically determinable error messages/field labeling. Suggestions are concise and conventional, if not specific to the required input format/value, e.g. "Enter a valid email address".
4.1.2: Name, Role, Value (A) For all UI components, the name, value, and role can be programmatically determined.	Partially supports	Many UI components communicate their state programmatically, and most have accessible names that are appropriately defined. A few ARIA attributes and roles are not present where appropriate. **Exceptions:** • [Patient, Clinician] All Pages: Main <iframe> – Frame for PatientPass content within EHR lacks the title attribute • [Clinician] Education History: Additional options '…' buttons – Icon buttons accessible names do not provide enough unique context within the scope of the table they are located. • [Admin] Hide Education: Modal – Modal dialog does not have an accessible name.
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, while uncommonly encountered, are often announced by assistive technology. Some status information is also made available to AT via other means. For instance, in the Clinician context, adding an educational item to cart in Preview activates the Education Cart slide-out drawer with its updated contents – the successful action is conveyed to AT via informative button labelling.

Multimedia

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.2.1: Audio-only or Video-only (Prerecorded) (A) Provide alternatives for pre-recorded audio-only or video-only content.	Supports (N/A)	There is no pre-recorded audio-only or video-only content.
1.2.2: Captions (Prerecorded) (A) Provide captions for pre-recorded audio	Supports	Closed captions are typically provided for audiovisual educational content in English. (Captions for e.g. Spanish language content may be unavailable.) Captions may be toggled on/off via video player (Able Player) controls. A synchronized, interactive transcript feature is additionally available via video player controls.
1.2.3: Audio Description or Media Alternative (Prerecorded) (A) Provide alternatives for pre-recorded synchronized audio/video	Partially supports	Narrative speech – also available in text via interactive transcript – is often highly descriptive of the visual content within audiovisual multimedia (depending on the specific educational content). However, neither full audio descriptions nor comprehensive textual alternatives are provided for video in audiovisual content. For instance, video-recorded or animated scenes may not be accompanied by descriptive narration or other form of audio description.
1.2.4: Captions (Live) (AA) Provide captions for live audio in synchronized audio/video.	Supports (N/A)	There is no real-time video content nor live audio.
1.2.5: Audio Description (Prerecorded) (AA) Provide an audio description of pre-recorded video.	Does not support	Full audio descriptions are not provided for video in audiovisual educational content.
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 (N/A)	There is no moving, scrolling, or auto-updating information for which the criterion is applicable.

Usability

WCAG 2.1 Checkpoint	Conformance Level	Remarks

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	Partially supports	A session timeout >20 hours may potentially exist – the time limit is managed by the EHR for Patient & Clinician context. Note: Patients may receive educational materials externally to the PatientPass portal via email or text, or by printing Documents. **Exceptions:** • [Patient, Clinician] All Pages: Session time limits – PatientPass does not have an available mechanism to turn off, extend, or adjust session time limits imposed by the EHR
2.4.5: Multiple Ways (AA) More than one way is available to navigate to other web pages.	Supports	All pages (except steps/results of a process) may typically be located and accessed in multiple ways. For instance, main navigation is consistently available across pages in each context, and some pages feature back buttons to previous pages. Search functionality in the Patient & Clinical contexts permits users to find specific pages.
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.	Supports	User input, such as changing the values of form elements, does not initiate unexpected actions or changes in context.
3.2.3: Consistent Navigation (AA) Navigation menus are in the same location and order on every web page.	Supports	Navigation menus are consistent across pages. For example, global navigation links in the header are consistent across pages in the same context, occurring in the same order.
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.	Supports (N/A)	There are no submissions which require legal or financial commitments.

Mobile User Experience

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.3.4: Orientation (AA) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.	Supports	Pages do not restrict view and operation of content to a single orientation.

2.5.1: Pointer Gestures (A) 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.	Supports (N/A)	Pages do not utilize or require multipoint or path-based gestures for any functionality.
2.5.2: Pointer Cancellation (A) For functionality that can be operated using a single pointer, at least one of the following is true: • No Down-Event • Abort or Undo • Up Reversal • Essential	Supports	All interactive content functions through the Up-Event, allowing users to potentially move their pointer off the component to cancel.
2.5.4: Motion Actuation (A) 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: • Supported Interface • Essential	Supports (N/A)	There is no content that utilizes device or user motion.