

Telemedicine Accessibility Audit Checklist — WCAG 2.1 AA

Run this on the live consult, the forms, and the human-communication duty before launch. Engineering guidance, not legal advice — confirm specifics with counsel.

THE LIVE CONSULT (interface — WCAG 2.1 AA)

- ☐ **Live captions (1.2.4, AA).** Real-time captions are available for the live audio of a visit and the patient can turn them on. Vendor processing the audio has a signed BAA (the audio is PHI).
- ☐ **Pre-recorded video captioned (1.2.2, A).** Onboarding and patient-education clips have synchronized captions; meaningful visual-only content has audio description (1.2.5, AA).
- ☐ **Keyboard operable (2.1.1, A).** Mute, camera, chat, screen-share, and end-call all work with Tab + Enter, no mouse. Focus can always leave the video panel (2.1.2, A — no keyboard trap).
- ☐ **Focus visible (2.4.7, AA).** A clear focus indicator shows which control is selected as the user tabs through the call UI.
- ☐ **Name, role, value (4.1.2, A).** Every control announces to a screen reader, e.g. "Mute microphone, toggle button, on" — not a nameless "button".
- ☐ **Status messages (4.1.3, AA).** "Provider has joined", "Connection unstable", "You are muted", "Call ended" are announced to assistive tech without stealing focus.
- ☐ **Contrast (1.4.3 / 1.4.11, AA).** Text $\geq 4.5:1$; control outlines, icons, and the recording indicator $\geq 3:1$. Color is never the only cue (1.4.1, A).

THE ONE TEST BEFORE LAUNCH

Open one consult screen and prove it: turn on live captions, unplug the mouse and operate every call control by keyboard with a visible focus ring, run a screen reader and confirm each button announces its name, role, and state, check text and control contrast, and confirm there is a working path to add a qualified interpreter at full-motion video quality. If any of those fails, the product is not ready — and the deadline (ADA Title II Apr 26, 2027; Section 504 May 11, 2027) is closer than it looks once procurement review is counted.

FORMS, DOWNLOADS & THE INTERPRETER DUTY

- ☐ **Labels & instructions (1.3.1 / 3.3.2, A).** Every intake and scheduling field has a programmatic label a screen reader reads; required fields and formats are stated in text.
- ☐ **Error handling (3.3.1 / 3.3.3, A).** Validation errors are described in text, not just a red border, and suggest how to fix them.
- ☐ **Resize & reflow (1.4.4 / 1.4.10, AA).** Layout survives 200% zoom and a narrow viewport with no horizontal scrolling.
- ☐ **Documents are accessible.** After-visit summaries, consent forms, and PDFs are tagged and readable by assistive tech — not image-only scans.
- ☐ **Effective communication (ADA, separate duty).** A path exists to bring a qualified sign-language or spoken-language interpreter onto the call. WCAG captions do NOT satisfy this duty.
- ☐ **VRI image quality (28 CFR 35.160(b)(2) / 36.303(f)).** The interpreter feed is real-time, full-motion video — no lag or blur — large and sharp enough to show face, arms, hands, and fingers.
- ☐ **Conformance recorded.** Pass/fail logged per screen; an accessibility conformance report (e.g., an ACR/VPAT) is kept and re-checked on every release.



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This checklist audits a telemedicine consult against WCAG 2.1 AA and the separate ADA interpreter duty. The handbook spans seven volumes of video engineering. Volume 4 covers captions, accessibility and voice processing, Volume 3 players and subtitles, and Volume 7 live captioning and translation under real-time budgets.

WHAT YOU WILL FIND INSIDE

- Captions and accessibility for video products
- Subtitles and accessible player controls
- Live captions and translation in calls
- Speech processing for clear consult audio

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Vol. 4 · Audio for Video I — PCM, codecs, loudness, accessibility, real-time voice processing

Vol. 5 · Audio for Video II — jitter buffers, lip sync, Atmos, quality metrics, neural codecs

Vol. 6 · AI for Video I — models and inference, computer vision, speech, search, generative video

Vol. 7 · AI for Video II — real-time pipelines, agents, serving, cost, compliance, verticals

Need your telemedicine app WCAG 2.1 AA ready before 2027?

We will audit your consult screen, forms and documents, fix captions, keyboard and screen-reader gaps, and add a full-motion interpreter path. 250+ video products shipped since 2005.

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