2-19-25

Accessibility Policy for ChatRx and ChatMD

1. Commitment to Accessibility

ChatRx and ChatMD are committed to providing an accessible experience for all users, including individuals with disabilities. Our goal is to ensure that all users can access and navigate our website, applications, and telemedicine services without barriers.

We strive to meet or exceed the **Web Content Accessibility Guidelines (WCAG) 2.1 Level AA** standards to enhance usability for all individuals, including those with vision, hearing, cognitive, and motor impairments.

2. Accessibility Features

To ensure a seamless experience for all users, ChatRx and ChatMD have implemented the following accessibility features:

- **Screen Reader Compatibility:** Our platform is compatible with screen reader software such as NVDA, JAWS, and VoiceOver.
- **Keyboard Navigation:** Users can navigate all major functionalities using a keyboard alone, without requiring a mouse.
- **Contrast and Readability Adjustments:** Text and background colors maintain a high contrast ratio to improve readability for visually impaired users.
- **Text Resizing:** Users can adjust text size without loss of content or functionality.
- **Alt Text for Images:** All informative images include alternative text descriptions for screen reader users.
- **Closed Captioning & Transcripts:** Where applicable, video content includes closed captions and transcripts to support users with hearing impairments.
- **Error Identification and Assistance:** Users receive clear guidance when filling out forms, with error identification and suggestions for correction.

3. Third-Party Compliance

ChatRx and ChatMD work with third-party vendors to ensure that any integrated tools, including chat-based interfaces, telemedicine platforms, and payment portals, adhere to accessibility standards.

4. Contact for Accessibility Concerns

We are committed to ensuring accessibility and welcome user feedback to improve our platform. If you experience any difficulties accessing our services, please contact us:

🖂 **Email:** trust@chatrx.md
📅 **Support Hours:** Monday – Friday, 9 AM – 5 PM (EST)

We aim to respond to all accessibility-related inquiries within **48 hours** and take corrective actions as necessary.

6. Legal and Compliance Statement

ChatRx and ChatMD are dedicated to meeting applicable accessibility laws, including:

- **Americans with Disabilities Act (ADA)**
- **Section 508 of the Rehabilitation Act** (for government-related accessibility compliance)
- **Web Content Accessibility Guidelines (WCAG) 2.1 Level AA**

For more details, please refer to our **Terms of Service** and **Notice of Privacy Practices**.