

Accessibility gaps can put lives at risk

61 million U.S. adults have a disability, but digital accessibility barriers on healthcare sites can make it hard for them to independently manage their health.



Healthcare websites are failing patients with disabilities

As part of our [2025 Digital Accessibility Index](#), we scanned **65,097 pages across 1,508 healthcare websites** and found that the average page had 272 accessibility violations that could make it difficult for patients with disabilities to schedule appointments, review test results, and access critical health information.

BY THE NUMBERS

297.2

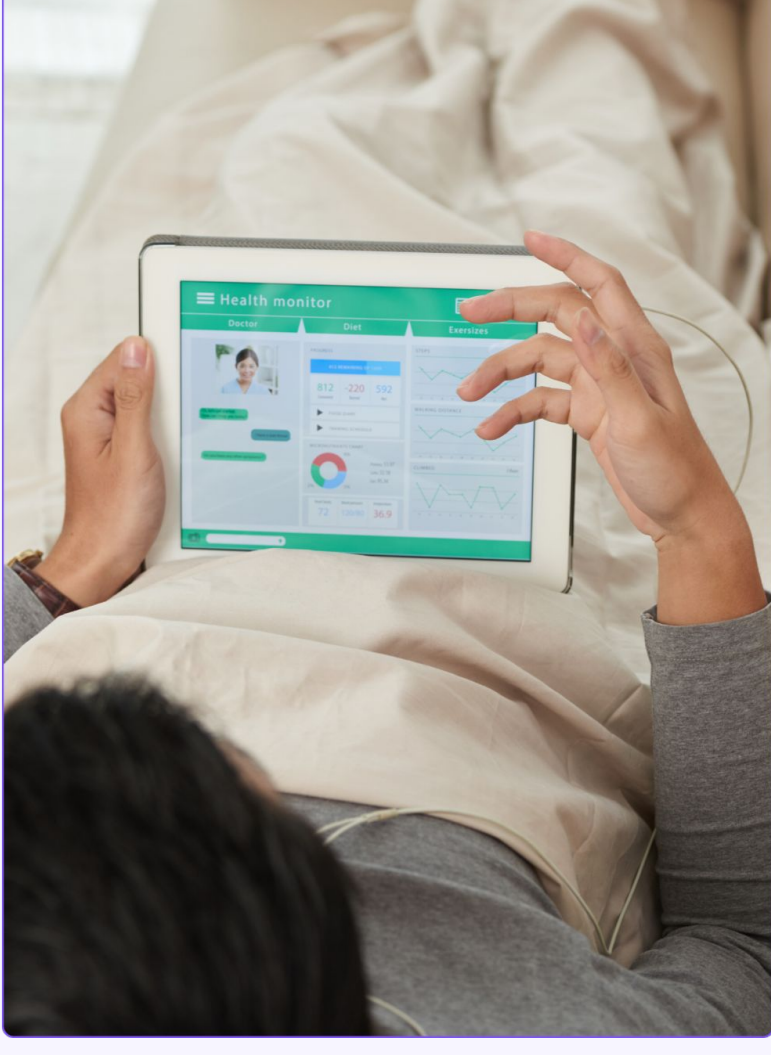
average accessibility issues per page.

69.1

color contrast violations per page — making it difficult for patients with low vision to navigate sites or review test results.

15%

of students in the United States receive support under the **Individuals with Disabilities Education Act (IDEA)**



TOP ISSUES

Great patient experiences start online — but often fall short

Most hospitals and clinics invest heavily in patient experience — but poor color contrast, keyboard accessibility issues, and missing image alternative text can create barriers to access for patients with disabilities.



39%

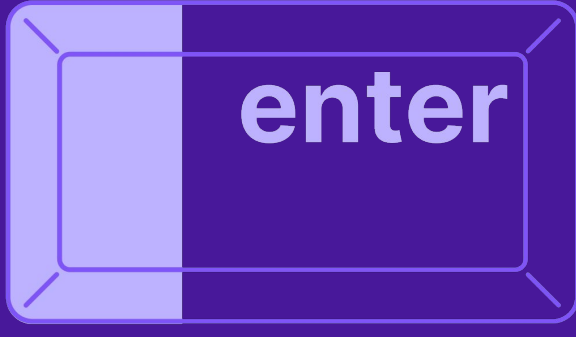
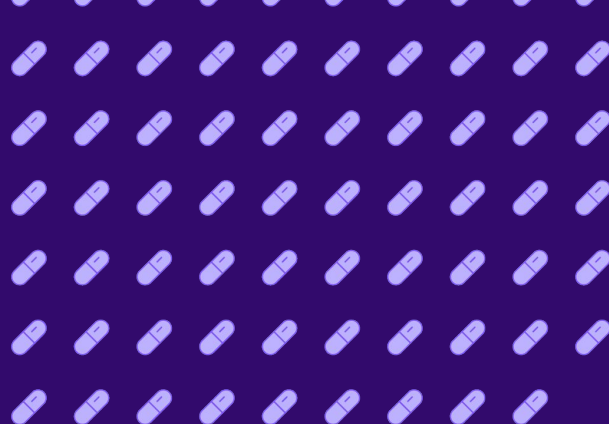
OF IMAGES HAVE VAGUE OR MISSING IMAGE ALT TEXT

From medical charts to facility maps, 39% of images on healthcare websites lack clear, descriptive image alt text — leaving patients with visual disabilities without access to critical medical information.

69.2

VIOLATIONS OF WCAG'S MINIMUM COLOR CONTRAST REQUIREMENTS PER PAGE

Poor color contrast can make it difficult for millions of patients with low vision to read prescriptions, navigate web pages, and review test results.



31%

OF PAGES HAVE KEYBOARD ACCESSIBILITY ISSUES

When menus, buttons, and forms can't be accessed without a mouse, patients with visual or mobility disabilities may struggle to schedule appointments, access medical records, or communicate with providers.

80%

OF ALL PAGES HAVE LINKS THAT ARE NOT CLEAR TO ALL USERS

When a link's purpose isn't clear, it can be difficult for patients to navigate between pages or find key information about essential healthcare services.



“Recent research of more than 100 top hospitals across the United States found that less than 5% complied with web content accessibility guidelines.”

TONY COELHO
PRIMARY SPONSOR OF THE ADA AND A MEMBER OF AUDIOEYE'S BOARD OF DIRECTORS

LEGAL REQUIREMENTS

Accessibility isn't optional — it's the law

Under **Section 504 of the Rehabilitation Act**, healthcare providers that receive federal funding must adopt the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA as a technical standard for web accessibility.

Under **Title II of the Americans with Disabilities Act (ADA)**, healthcare providers that receive federal funding must ensure their web content and mobile apps meet WCAG 2.1, Level AA standards by 2026 or 2027, depending on size.

Remove digital barriers, improve patient access

At AudioEye, our combination of powerful automation, expert custom testing, and dedicated legal support helps you deliver an accessible experience to every patient.

Check out a [demo of our tools and services](#) or [talk to an expert](#) about your accessibility needs.

▼ 67%

AudioEye customers saw a **67% reduction in valid legal claims**, compared to other industry solutions.