



SiliconMED North America Inc
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Accessibility Statement for Provider^{IQ} and related products by SiliconMED North America Inc.

SiliconMED North America Inc is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone, and applying the relevant accessibility standards.

Measures to support accessibility

SiliconMED North America Inc. takes the following measures to ensure accessibility of Provider^{IQ} and all deployed products:

- Include accessibility as part of our mission statement.
- Integrate accessibility into our procurement practices.
- Appoint an accessibility officer and/or ombudsperson.
- Provide continual accessibility training for our staff.
- Include people with disabilities in our design personas.

Conformance status

The [Web Content Accessibility Guidelines \(WCAG\)](#) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Provider^{IQ} and all deployed products deployed by SiliconMED North America Inc. are conformant with WCAG 2.2 level AA and most elements of Level AAA.

Feedback

We welcome your feedback on the accessibility of Provider^{IQ} and all deployed products by SiliconMED North America Inc. Please let us know if you encounter accessibility barriers at the following:

- Phone: +1 310.279.6742
- E-mail: accessibility@provideriq.com

We try to respond to feedback within 5 business days.



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Compatibility with browsers and assistive technology

Provider^{IQ} and all deployed products by SiliconMED North America Inc. are designed to be compatible with the following assistive technologies:

- All browsers and operating systems are compatible.

Provider^{IQ} and all deployed products by SiliconMED North America Inc. may experience compatible issues using assistive technologies on:

- "Browsers" or "Mobile operating systems" older than 5 years.

Technical specifications

Accessibility of Provider^{IQ} and all deployed products by SiliconMED North America Inc. relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- CSS
- JavaScript
- .net Frameworks
- Azure Infrastructure Frameworks.

These technologies are relied upon for conformance with the accessibility standards used.

Limitations and alternatives

Despite our best efforts to ensure accessibility of Provider^{IQ} and all deployed products by SiliconMED North America Inc. , there may be some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

Known limitations for Provider^{IQ} and all deployed products by SiliconMED North America Inc.:



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1. **Embedded Document Viewing:** Embedded PDFs on some legacy browsers more than 5 years old may require download if browser does not natively handle PDF Object formats.
2. **Scaling of User Interface:** Scaling of User Interface may be required on displays smaller than 640 x 480. While web applications will work with current assistive technologies, display scrolling may be required on some sections of the web application. Please contact admin@provideriq.com for assistance.

Assessment approach

ProviderIQ and all deployed products by SiliconMED North America Inc. assessed the accessibility by the following approaches:

- WCAG Conformance 2.2 Checklist
- Website Accessibility Conformance Evaluation Methodology (WCAG-EM)

For feature specific accessibility help please contact admin@provideriq.com for access or software requests or modifications.

Formal complaints

We aim to respond to accessibility feedback within 5 business days, and to propose a solution within 10 business days. You are entitled to escalate a complaint to the national authority, should you be dissatisfied with our response to you.

Formal approval of this accessibility statement

This Accessibility Statement is approved by:

SiliconMED North America Inc.
Michael Quinn
michael@siliconmed.com