



# WCAG 2.0 AA Remediation for Sitecore Improves Website Accessibility for Regional Hospital System

Engagency Case Study

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## Challenge

Our client, a regional hospital system, is consistently ranked as one of the best hospitals in Texas by U.S. News & World Report and employs over 800 physicians in San Antonio.

Their existing website was using a legacy code base built on Sitecore 7.2 that was not compliant with [Web Content Accessibility Guidelines \(WCAG\)](#). The client represents hundreds of physicians, dozens of satellite facilities, and daily marketing events—and each one of these items needed to be easily accessible to all visitors and patients, regardless of their visual or hearing ability. With the rapid rise of class-action ADA lawsuits in recent years, this posed a massive legal liability for the client.

The client selected Engagency due to their expertise in ADA website accessibility guidelines—particularly for healthcare organizations.

## Solution

Engagency developed an ADA compliance remediation plan. Specific areas of ADA compliance include: accommodating users who have short-term memory issues, color blindness, reduced ability to use a mouse, and visual or hearing impairments.

Engagency worked closely with the design partner and ADA compliance experts to identify and fully remediate the client's website to ensure all web pages had the following characteristics:

- Proper color contrast ratio for users with color blindness
- Content labels for users who use assistive technology
- Permanent labels on fields for users with short-term memory issues
- Tabable content for users who have limited ability to use a mouse

Engagency began by revising all website modules to be fully WCAG 2.0 AA-compliant, ensuring that the website would maintain compliance moving forward.

Then, ADA remediation was completed for every single page on the client's website, including for each of their 800 physicians, several inpatient and outpatient facilities, a backlog of resource articles, and daily marketing events.

## Results

With a fully ADA-compliant website, the client is no longer at risk for ADA lawsuits related to their website. Further, people who are using assistive technology can now enjoy the same site experience as individuals who are not visually or audibly impaired.

By making their website accessible, the client demonstrates their commitment to making healthcare accessible to all Texans. The website accommodates users of all abilities, who can now easily find providers and health information in a convenient, accessible way—no matter the device or screen reader they are using.

## Related Services



**Sitecore Audit**



**Sitecore Implementation**



**Managed Services**