

# WEBSITE ACCESSIBILITY STATEMENT

**Nephrology & Hypertension Medical Associates**

www.thekidneydocs.com

Savannah, GA • Brunswick, GA • Jesup, GA • St. Mary's, GA • Bluffton, SC • Beaufort, SC

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## 1. OUR COMMITMENT TO ACCESSIBILITY

Nephrology & Hypertension Medical Associates is committed to ensuring that its website and digital platforms are accessible to all individuals, including those with disabilities. We believe that every patient, caregiver, and visitor deserves equal access to the health information and services we provide online.

Our practice is committed to conformance with the **Web Content Accessibility Guidelines (WCAG) 2.1 Level AA** standards, as referenced in guidance issued under Title III of the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act, and the 2024 Section 1557 Final Rule of the Affordable Care Act.

We view digital accessibility as an ongoing effort—not a one-time project. We regularly review our website and digital properties to identify opportunities for improvement and to ensure that our content remains accessible as it evolves.

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## 2. ACCESSIBILITY FEATURES

Nephrology & Hypertension Medical Associates has implemented—or is actively working to implement—the following accessibility features across our website:

- **Alternative text for images** — Meaningful descriptions are provided for images so that screen reader users can understand visual content.

- **Keyboard navigation support** — All interactive elements and navigation can be accessed using a keyboard alone, without requiring a mouse.
  - **Screen reader compatibility** — Pages are structured to work with assistive technologies, including popular screen readers.
  - **Clear heading structure and logical reading order** — Content is organized with properly nested headings to support easy navigation and comprehension.
  - **Sufficient color contrast ratios** — Text and background colors meet or exceed WCAG 2.1 Level AA contrast requirements for readability.
  - **Resizable text without loss of content or functionality** — Users can enlarge text up to 200% without losing access to content or site features.
  - **Accessible forms with labeled fields** — All form inputs include descriptive labels and clear instructions to guide users.
  - **Captioned or transcribed multimedia content** — Where applicable, video and audio content includes captions or text transcripts.
  - **Consistent and predictable navigation** — Site navigation follows a uniform structure across pages for ease of use.
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### 3. KNOWN LIMITATIONS

While we strive to ensure full accessibility across our website, we acknowledge that some content may not yet be fully accessible. We are actively working to identify and remediate any remaining barriers.

Certain third-party content or tools integrated into our website—such as patient portals, scheduling platforms, or embedded forms hosted by outside vendors—may operate under their own accessibility standards. Nephrology & Hypertension Medical Associates works with these vendors to encourage compliance with WCAG 2.1 Level AA standards and to improve the accessibility of third-party components wherever possible.

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## 4. REQUESTING ACCESSIBLE FORMATS OR ASSISTANCE

If you have difficulty accessing any information on our website, we are here to help. You may contact us to request information in an alternative format at no cost to you, including:

- Large print
- Audio format
- Braille
- Electronic text
- Other accessible formats as needed

To request an accessible format or to report a barrier you have encountered, please contact our designated Coordinator:

**ADA / Section 504 Coordinator**

**Trish Rotureau**

Email: [trotureau@thekidneydocs.com](mailto:trotureau@thekidneydocs.com)

Phone: 912/354-4813

Mailing Address: 1115 Lexington Avenue, Savannah, GA 31404

We will respond to accessibility requests within a reasonable timeframe, generally within **five (5) business days**.

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## 5. FEEDBACK AND COMPLAINTS

We welcome and encourage feedback from patients, caregivers, and visitors about the accessibility of our website. Your input helps us improve the experience for everyone.

If you wish to provide feedback or report an accessibility concern, you may contact our Coordinator using the information provided in Section 4 above, or you may submit your concern through our practice's formal **Grievance Procedure**.

You also have the right to file a complaint with the following federal agencies:

### **External Complaint Resources**

#### **U.S. Department of Health and Human Services**

Office for Civil Rights

Phone: 1-800-368-1019

Website: [www.hhs.gov/ocr](http://www.hhs.gov/ocr)

#### **U.S. Department of Justice**

Civil Rights Division

Website: [www.ada.gov](http://www.ada.gov)

Filing a complaint with an external agency does not require you to first use the practice's internal grievance process.

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## **6. LAST REVIEWED / EFFECTIVE DATE**

**Effective Date: 5/8/2026**

**Last Reviewed:**

This Accessibility Statement is reviewed periodically and updated as needed to reflect changes in our digital accessibility practices and applicable legal requirements.

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