VPAT Accessibility Conformance Report

(Based on ITI VPAT©)

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| **Name of Product** | **ClinicalKey AI (CK AI)** |
| **Date Last Updated** | **August 15, 2025** |
| Completed by | **A**my Li (Elsevier Digital Accessibility Team) |
| **Applicable Standards/Guidelines** | This document rates ClinicalKey AI (CK AI) according to the [W3C WCAG 2.1 A and AA](https://www.w3.org/TR/WCAG21/) requirements. |
| **Contact for More Information** | Elsevier Digital Accessibility Team [accessibility@elsevier.com](mailto:accessibility@elsevier.com?subject=Accessibility%20and%20Shadow%20Health) |
| **Testing Tools and Methods** | * **Hands-on keyboard operation** * **DevTools/Code inspection** * **Chrome** 138.0.7204.158 **on Windows 11 24H2** * **NVDA screen reader 2025.1.2** * **Axe Extension** * **WCAG Contrast Checker Extension** * [W3C Web Accessibility Initiative (WAI) Pages](https://www.w3.org/WAI/) * [Elsevier Accessibility Checklist](http://romeo.elsevier.com/accessibility_checklist/) |
| **Document Sections** | This review document includes all WCAG 2.1 A and AA checkpoints, organized into 7 logical sections:   * Visuals * Keyboard * Headings and Structure * Labeling * Multimedia * Usability * Mobile User Experience |
| **Pages Covered** | Home, Header, Footer, Sidebar, Responses, Saved Questions page |
| **Terms** | * **Supports: The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation.** * **Partially supports: Some functionality of the product does not meet the criteria.** * **Does not support: Majority of functionality of the product does not meet the criteria.** * **Supports (N/A): According to W3C on conformance, "If there is no content to which a success criterion applies, the success criterion is satisfied."** |
| **Notes/Terminology** | * **“AT” stands for Assistive Technology such as screen readers, voice input, etc.** |

## Conformance Summary

| **WCAG 2.1 Success Criterion** | **Level** | **Evaluation** |
| --- | --- | --- |
| 1.1.1: Non-text Content | A | Partially supports |
| 1.2.1: Audio-only and Video-only (Prerecorded) | A | Supports (N/A) |
| 1.2.2: Captions (Prerecorded) | A | Supports (N/A) |
| 1.2.3: Audio Description or Full Text Alternative | A | Supports (N/A) |
| 1.2.4: Captions (Live) | AA | Supports (N/A) |
| 1.2.5: Audio Description | AA | Supports (N/A) |
| 1.3.1: Info and Relationships | A | Partially supports |
| 1.3.2: Meaningful Sequence | A | Supports |
| 1.3.3: Sensory Characteristics | A | Supports (N/A) |
| 1.3.4: Orientation (2.1) | AA | Supports |
| 1.3.5: Identify Input Purpose (2.1) | AA | Supports (N/A) |
| 1.4.1: Use of Color | A | Supports |
| 1.4.2: Audio Control | A | Supports (N/A) |
| 1.4.3: Contrast (Minimum) | AA | Supports |
| 1.4.4: Resize text | AA | Supports |
| 1.4.5: Images of Text | AA | Supports (N/A) |
| 1.4.10: Reflow (2.1) | AA | Partially supports |
| 1.4.11: Non-Text Contrast (2.1) | AA | Supports |
| 1.4.12: Text Spacing (2.1) | AA | Supports |
| 1.4.13: Content on Hover or Focus (2.1) | AA | Supports |
| 2.1.1: Keyboard | A | Supports |
| 2.1.2: No Keyboard Trap | A | Supports |
| 2.1.4: Character Key Shortcuts (2.1) | A | Supports (N/A) |
| 2.2.1: Timing Adjustable | A | Supports |
| 2.2.2: Pause, Stop, Hide | A | Partially supports |
| 2.3.1: Three Flashes or Below Threshold | A | Supports (N/A) |
| 2.4.1: Bypass Blocks | A | Partially supports |
| 2.4.2: Page Titled | A | Partially supports |
| 2.4.3: Focus Order | A | Partially supports |
| 2.4.4: Link Purpose (In Context) | A | Supports |
| 2.4.5: Multiple Ways | AA | Supports |
| 2.4.6: Headings and Labels | AA | Supports |
| 2.4.7: Focus Visible | AA | Supports |
| 2.5.1: Pointer Gestures (2.1) | A | Supports (N/A) |
| 2.5.2: Pointer Cancellation (2.1) | A | Supports |
| 2.5.3: Label in Name (2.1) | A | Partially supports |
| 2.5.4: Motion Actuation (2.1) | A | Supports (N/A) |
| 3.1.1: Language of Page | A | Supports |
| 3.1.2: Language of Parts | AA | Supports (N/A) |
| 3.2.1: On Focus | A | Supports |
| 3.2.2: On Input | A | Supports (N/A) |
| 3.2.3: Consistent Navigation | AA | Supports |
| 3.2.4: Consistent Identification | AA | Supports |
| 3.3.1: Error Identification | A | Supports |
| 3.3.2: Labels or Instructions | A | Supports |
| 3.3.3: Error Suggestion | AA | Supports |
| 3.3.4: Error Prevention (Legal, Financial, Data) | AA | Supports (N/A) |
| 4.1.1: Parsing | A | Supports |
| 4.1.2: Name, Role, Value | A | Supports |
| 4.1.3: Status Messages (2.1) | AA | Supports (N/A) |

## WCAG 2.1 A and AA Success Criteria

### Visuals

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.1.1: Non-Text Content](https://www.w3.org/TR/WCAG21/#non-text-content) (A) Provide text alternatives for non-text content (e.g., images) | Partially supports | Many images and icons have appropriate text equivalents.  **Exceptions:**   * Header/Home: All images in the Search Tips dialog are not meaningful. Images in tips 1, 2, 3, and 4 have alternative text that matches the heading of their respective tips, but this does not provide additional meaningful information. Tips 5 and 6 use alternative text of "decorative image". |
| [1.3.3: Sensory Characteristics](https://www.w3.org/TR/WCAG21/#sensory-characteristics) (A) Do not rely on sensory characteristics of components such as shape, size, visual location, orientation, or sound | Supports (N/A) | There are no instructions or areas of content which rely solely on sensory characteristics. |
| [1.4.1: Use of Color](https://www.w3.org/TR/WCAG21/#use-of-color) (A) Color is not used as the only visual means of conveying info | Supports | When color is used as a means of conveying information, another visual method is also used to convey the information without color. |
| [1.4.3: Color Contrast (Minimum)](https://www.w3.org/TR/WCAG21/#contrast-minimum) (AA) Text has enough contrast with the background (4.5:1 for small text and 3:1 for large text) | Supports | Text has sufficient contrast with its corresponding background. |
| [1.4.4: Resize Text](https://www.w3.org/TR/WCAG21/#resize-text) (AA)  Text can be enlarged up to 200% without loss of functionality. | Supports | Text may be enlarged to 200% while preserving functionality of content in most instances. |
| [1.4.5: Images of Text](https://www.w3.org/TR/WCAG21/#images-of-text) (AA) Text is used rather than images of text, except where the presentation of text is essential, such as logos | Supports (N/A) | No images of text are used other than for logos or essential presentation. |
| [1.4.10: Reflow](https://www.w3.org/TR/WCAG21/#reflow) (AA) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:   * Vertical scrolling content at a width equivalent to 320 CSS pixels; * Horizontal scrolling content at a height equivalent to 256 CSS pixels. | Partially supports | Most pages utilize a responsive view where content reflows into a single column. In most instances pages may be zoomed to 400% without necessitating horizontal scrolling, nor loss of functionality/content.  **Exceptions:**   * Header: The menu icon button is lost when viewing the product at 1280px wide at 400% browser zoom. |
| [1.4.11: Non-Text Contrast](https://www.w3.org/TR/WCAG21/#non-text-contrast) (AA)  User interface components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s). | Supports | Non-text UI components and graphical objects have at least a 3:1 contrast ratio against surrounding colors. |
| [1.4.12: Text Spacing](https://www.w3.org/TR/WCAG21/#text-spacing) (AA)  In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all the following and by changing no other style property:   * Line height (line spacing) to at least 1.5 times the font size; * Spacing following paragraphs to at least 2 times the font size; * Letter spacing (tracking) to at least 0.12 times the font size; * Word spacing to at least 0.16 times the font size. | Supports | Users may adjust the text spacing of content on pages to the minimum baseline properties without causing loss of content or functionality. |
| [1.4.13: Content on Hover or Focus](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (AA)  Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:   * Dismissible * Hoverable * Persistent | Supports | The website provides visible and distinguishable hover and focus styles for interactive elements, ensuring that users navigating via keyboard or mouse can identify focus states and interact effectively. |
| [2.3.1: Three Flashes or Below Threshold](https://www.w3.org/TR/WCAG21/#three-flashes-or-below-threshold) (A) No more than three flashes in a 1-second period, or the flashes are below the defined thresholds | Supports (N/A) | No flashing content exists. |

### Keyboard

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.2: Meaningful Sequence](https://www.w3.org/TR/WCAG21/#meaningfuusequence) (A)  The correct reading sequence can be programmatically determined | Supports | The correct reading sequence is typically logical and programmatically determinable, with the DOM order according with the visual order. |
| [2.1.1: Keyboard](https://www.w3.org/TR/WCAG21/#keyboard) (A)  All functionality is available from a keyboard, except for tasks such as drawing | Supports | Standard web page content and functionality is keyboard operable across pages. |
| [2.1.2: No Keyboard Trap](https://www.w3.org/TR/WCAG21/#no-keyboard-trap) (A)  The user can use the keyboard to move through page elements and is not trapped on a particular element | Supports | No pages have a keyboard trap. |
| [2.1.4: Character Key Shortcuts](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (A)  If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:   * Turn off * Remap * Active only on focus | Supports (N/A) | The site does not use any character key shortcuts. |
| [2.4.3: Focus Order](https://www.w3.org/TR/WCAG21/#focus-order) (A)  Users can tab through the elements of a page in a logical order | Partially supports | Tab order is logical across the site and preserves the meaning and operability of content.  **Exceptions:**   * Header: When the “Search Tips” or “Quick Product tour” dialogs are dismissed, focus does not return to the most logical location which is the Help button, instead focus is lost and returns to the top of the page. |
| [2.4.7: Focus Visible](https://www.w3.org/TR/WCAG21/#focus-visible) (AA)  The page element with the current keyboard focus has a visible focus indicator | Supports | All interactive elements across the site have a visible indication of focus. |
| [3.2.1: On Focus](https://www.w3.org/TR/WCAG21/#on-focus) (A)  When a UI component receives focus, this does not trigger unexpected actions. | Supports | Focusable elements do not cause unexpected actions/changes of context when receiving focus. |

### Headings and Structure

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.1: Information and Relationships](https://www.w3.org/TR/WCAG21/#info-and-relationships) (A)  Info, structure, and relationships can be programmatically determined | Partially supports | Most content is distinguishable via semantic structure and relationships. A logical heading order reflecting page organization and content is programmatically determinable on most pages. List markup is used appropriately in many instances. Most input elements have programmatically determinable labels. HTML sectioning elements/landmark roles demarcate content regions.  **Exceptions:**   * Responses: The responses heading structure is illogical and lacks hierarchical structure that does not match the visually communicated structure. * Saved Questions: The first table header name “Select all” does not reflect the purpose of the column of selecting one or more table rows. |
| [2.4.1: Bypass Blocks](https://www.w3.org/TR/WCAG21/#bypass-blocks) (A)  Users can bypass repeated blocks of content. | Partially supports | There are no explicit skip links implemented. However, the page includes landmarks such as <header> and <footer> elements, as well as HTML headings, which assist users of assistive technologies in bypassing repetitive content and navigating directly to main sections of the page. |
| [2.4.6: Headings and Labels](https://www.w3.org/TR/WCAG21/#headings-and-labels) (AA)  Headings and labels are clear and consistent. | Supports | Headings and labels are generally provided to identify sections and controls. However, the heading levels may not always follow a fully logical hierarchy, which could affect the clarity of structure for users of assistive technologies. |
| [3.1.1: Language of Page](https://www.w3.org/TR/WCAG21/#language-of-page) (A)  The language of the page is specified | Supports | The default page language is typically and appropriately defined as lang="en". |
| [3.1.2: Language of Parts](https://www.w3.org/TR/WCAG21/#language-of-parts) (AA)  Specify the language of text passages that are in a different language than the default language of the page. | Supports (N/A) | There are no sections of text that do not match the default language of the page. |
| [4.1.1: Parsing](https://www.w3.org/TR/WCAG21/#parsing) (A)  Use valid, error-free HTML | Supports | HTML and CSS typically pass concerning these 4 specific criteria:   1. elements have complete start and end tags, 2. elements are nested according to their specifications. 3. elements do not contain duplicate attributes. 4. any IDs are unique, except where the specifications allow these features.   Note: There may be other general HTML validation errors outside the scope of this criterion. WCAG 2.1 Errata notes: “This Success Criterion should be considered as always satisfied for any content using HTML or XML.” |

### Labeling

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.5: Identify Input Purpose](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (AA)  The purpose of each input field collecting information about the user can be programmatically determined when:   * The input field serves a purpose identified in the Input Purposes for User Interface Components section; and * The content is implemented using technologies with support for identifying the expected meaning for form input data. | Supports (N/A) | The only pages featuring applicable form elements that collect such information about the user are Edit Profile and Registration. The appropriate autocomplete attributes are implemented in several fields to facilitate auto-fill. |
| [2.4.2: Page Titled](https://www.w3.org/TR/WCAG21/#page-titled) (A)  The page has a title describing its topic or purpose | Partially supports | A descriptive page title is provided for the home page of the product. However, the page title does not update dynamically to reflect changes in the page's purpose or content, which may hinder users of assistive technologies from understanding the current context. |
| [2.4.4: Link Purpose (In Context)](https://www.w3.org/TR/WCAG21/#link-purpose-in-context) (A)  The purpose of each link can be determined from the link text or surrounding context. | Supports | An identifiable purpose may be deduced for all links from the link text or surrounding context. |
| [2.5.3: Label in Name](https://www.w3.org/TR/WCAG21/#label-in-name) (A)  For user interface components with labels that include text or images of text, the name contains the text that is presented visually. | Partially supports | Most user interface components that have visible text contain that text consistently within the accessible name.  **Exceptions:**   * Sidebar: When the sidebar is closed, the button has an aria-label="Expand Past Response", which does not match the visible text “Expand sidebar.” This inconsistency may cause confusion about the button’s purpose and state, potentially affecting users relying on assistive technology or voice commands. |
| [3.2.4: Consistent Identification](https://www.w3.org/TR/WCAG21/#consistent-identification) (AA)  UI components used across the web site are identified consistently on every page. | Supports | Components are typically consistent across the site and identified consistently where they perform the same function across pages. |
| [3.3.1: Error Identification](https://www.w3.org/TR/WCAG21/#error-identification) (A)  Input errors are clearly marked and described to the user. | Supports | The website does not provide specific error messages for invalid input or no results. Instead, users are redirected to a "no results" page and are prompted to try again, which helps inform users of the issue. |
| [3.3.2: Labels or Instructions](https://www.w3.org/TR/WCAG21/#labels-or-instructions) (A)  Items requiring user input are clearly labeled or have clear instructions. | Supports | Labels or instructions are provided for form elements, which are programmatically associated with their inputs. |
| [3.3.3: Error Suggestion](https://www.w3.org/TR/WCAG21/#error-suggestion) (AA)  When the user makes an input error, give suggestions for valid input. | Supports | The nature of the content does not typically give rise to opportunities for error suggestions. However, relevant guidance is occasionally provided in text, such as redirecting users to the “no results” page and prompting them to try again. |
| [4.1.2: Name, Role, Value](https://www.w3.org/TR/WCAG21/#name-role-value) (A)  For all UI components, the name, value, and role can be programmatically determined. | Supports | UI components communicate their state programmatically and have accessible names that are appropriately defined. |
| [4.1.3: Status Messages](https://www.w3.org/TR/WCAG21/#status-messages) (AA)  In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. | Supports (N/A) | Status messages are announced by assistive technology. |

### Multimedia

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.2.1: Audio-only or Video-only (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-only-and-video-only-prerecorded) (A)  Provide alternatives for pre-recorded audio-only or video-only content. | Supports (N/A) | There is no pre-recorded audio-only or video-only content. |
| [1.2.2: Captions (Prerecorded)](https://www.w3.org/TR/WCAG21/#captions-prerecorded) (A)  Provide captions for pre-recorded audio | Supports (N/A) | No captions are provided for audiovisual content. |
| [1.2.3: Audio Description or Media Alternative (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-description-or-media-alternative-prerecorded) (A)  Provide alternatives for pre-recorded synchronized audio/video | Supports (N/A) | Neither audio descriptions nor suitable textual alternatives are provided as alternatives for video in audiovisual content. |
| [1.2.4: Captions (Live)](https://www.w3.org/TR/WCAG21/#captions-live) (AA)  Provide captions for live audio in synchronized audio/video. | Supports (N/A) | There is no synchronized audio/video content nor live audio. |
| [1.2.5: Audio Description (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-description-prerecorded) (AA)  Provide an audio description of pre-recorded video. | Supports (N/A) | No audio descriptions are provided for video in audiovisual content. |
| [1.4.2: Audio Control](https://www.w3.org/TR/WCAG21/#audio-control) (A)  Audio can be paused and stopped, or the audio volume can be changed. | Supports (N/A) | No pages feature audio that plays automatically. |
| [2.2.2: Pause, Stop, Hide](https://www.w3.org/TR/WCAG21/#pause-stop-hide) (A)  Users can stop, pause, or hide moving, blinking, scrolling, or auto-updating information. | Partially supports | Overall, there is minimal moving, scrolling, or auto-updating information on the site.  **Exceptions:**   * Header: The Quick product tour dialog includes animated GIFs that autoloop on pages 2-5. However, there is no option for users to pause, stop, or hide these animations. |

### Usability

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [2.2.1: Timing Adjustable](https://www.w3.org/TR/WCAG21/#pause-stop-hide) (A)  Users are warned of time limits shorter than 20 hours and time limits can be turned off or extended | Supports | Pages are not subject to session time limits. |
| [2.4.5: Multiple Ways](https://www.w3.org/TR/WCAG21/#multiple-ways) (AA)  More than one way is available to navigate to other web pages. | Supports | All pages (except steps/results of a process) may typically be located and accessed in multiple ways. For example, main navigation is consistently available across pages, and secondary navigation is often present in the form of breadcrumb trails representing page hierarchy. Global search functionality that comprehensively indexes content across the site allows users to find specific pages. A sitemap is also available. |
| [3.2.2: On Input](https://www.w3.org/TR/WCAG21/#on-input) (A)  Changing the setting of a checkbox, radio button, or other UI component does not trigger unexpected changes in context. | Supports (N/A) | User input, such as changing the values of form elements, does not initiate unexpected actions or changes in context. |
| [3.2.3: Consistent Navigation](https://www.w3.org/TR/WCAG21/#consistent-navigation) (AA)  Navigation menus are in the same location and order on every web page. | Supports | Navigation menus are consistent across pages. For example, global navigation links in the header are consistent across pages, occurring in the same order; secondary navigation is consistently positioned across appropriate sets of pages. |
| [3.3.4: Error Prevention (Legal, Financial, Data)](https://www.w3.org/TR/WCAG21/#error-prevention-legal-financial-data) (AA)  For web pages with legal or financial commitments, input can be reviewed and corrected before final submission, and submissions can be reverted. | Supports (N/A) | There are no submissions which require legal or financial commitments. |

### Mobile User Experience

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.4: Orientation](https://www.w3.org/TR/WCAG21/#orientation) (AA)  Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. | Supports | Pages do not restrict view and operation of content to a single orientation. |
| [2.5.1: Pointer Gestures](https://www.w3.org/TR/WCAG21/#pointer-gestures) (A)  All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. | Supports (N/A) | Pages do not utilize or require multipoint or path-based gestures for any functionality. |
| [2.5.2: Pointer Cancellation](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (A)  For functionality that can be operated using a single pointer, at least one of the following is true:   * No Down-Event * Abort or Undo * Up Reversal * Essential | Supports | All interactive content functions through the Up-Event, allowing users to potentially move their pointer off the component to cancel. |
| [2.5.4: Motion Actuation](https://www.w3.org/TR/WCAG21/#motion-actuation) (A)  Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:   * Supported Interface * Essential | Supports (N/A) | There is no content that utilizes device or user motion. |