

MedEscape

ACCESSIBILITY STATEMENT

1. Our Commitment to Accessibility

MedEscape is committed to facilitating the accessibility and usability of its digital properties for all people with disabilities. As a medical tourism technology platform connecting patients with international providers, we recognize the critical importance of ensuring our services are inclusive and accessible.

We are actively working to bring our website, mobile applications, and patient portals into conformity with recognized industry standards for accessibility and usability. We view accessibility as an ongoing corporate responsibility and are dedicated to providing a seamless user experience for all individuals.

2. Legal Standards and Guidelines

To guide our efforts, MedEscape has adopted the Web Content Accessibility Guidelines (WCAG) version 2.1 Level AA as our primary accessibility standard. These guidelines, developed by the World Wide Web Consortium (W3C), provide technical specifications to make web content more accessible to people with disabilities.

Our ongoing accessibility efforts are designed to ensure compliance with applicable laws, including Title III of the Americans with Disabilities Act (ADA), which prohibits discrimination on the basis of disability in places of public accommodation.

3. Accessibility Measures and Practices

MedEscape employs the following measures to ensure and maintain the accessibility of our platform:

Executive Commitment: Accessibility is integrated into our internal policies and procurement practices.

Regular Audits: We conduct periodic assessments of our digital properties using both automated testing tools and manual evaluation methods.

Remediation: When issues are identified, our technical team prioritizes and remediates accessibility barriers.

Employee Training: We provide training resources to our design and development teams to ensure new features are built with accessibility in mind.

Vendor Oversight: We encourage third-party vendors and healthcare partners to maintain accessible content, although we cannot guarantee the compliance of external sites.

4. Scope of Accessibility Efforts

This statement applies to:

The primary MedEscape website (www.gomedescape.com).

The MedEscape Patient/Provider Portal.

Note on Third-Party Content: Our platform facilitates connections with international hospitals, clinics, and travel providers. While we advocate for accessibility, MedEscape does not control the digital infrastructure of these third-party providers. Content, documents, or websites linked from our platform that are owned by third parties may not fully conform to our accessibility standards.

5. Known Limitations and Ongoing Work

Despite our best efforts to ensure accessibility of the MedEscape platform, there may be some limitations. We are aware of the following potential issues and are working to resolve them:

PDF Documents: Some older medical forms or brochures provided by international partners may not be fully accessible to screen readers. We are working to convert essential forms to accessible HTML formats.

Video Content: Some video tours of international facilities may not yet have comprehensive closed captioning or audio descriptions.

Third-Party Integrations: Certain map integrations or booking widgets provided by external services may present accessibility challenges beyond our immediate control.

We monitor these limitations and are committed to finding technical solutions or providing alternative methods of access where necessary.

6. Feedback and Assistance

We welcome your feedback on the accessibility of the MedEscape platform. If you encounter accessibility barriers, or if you require assistance with any part of our site, please contact us. We are happy to assist you in reading documents, filling out forms, or navigating our services.

Contact Information

Email: support@gomedescape.com

Mailing Address:

1151 Walker Rd Ste 100

PMB 787

Dover, DE 19904

7. Response Timeline

We take accessibility concerns seriously. We aim to acknowledge receipt of feedback or accessibility complaints within 2–3 business days. Our team will investigate the issue and work to provide a resolution or a reasonable alternative method of access as quickly as possible.

8. Updates to This Statement

This Accessibility Statement is a living document. We will review and update this policy periodically as our platform evolves and as new accessibility standards are introduced.

Last Updated: February 25, 2026

Disclaimer: This document is an accessibility statement and does not constitute legal advice. While MedEscape strives to adhere to accepted guidelines and standards for accessibility and usability, it is not always possible to do so in all areas of the website at all times.