Case Study

Empowering Healthcare with Accessible Document Solutions: Integration into Legacy Workflows

THE CASE STUDY

Ensuring equal access to healthcare information is more crucial than ever. CDP's ADEPT UA solution integrates seamlessly into existing workflows, transforming complex document processes into streamlined, accessible outputs, compliant with the latest regulations.

Industry Context:

The healthcare industry is increasingly prioritizing document accessibility, driven by recent updates to Section 504 of the Rehabilitation Act by the U.S. Department of Health and Human Services (HHS). These regulations mandate that all healthcare communications, including digital content, be accessible to individuals with disabilities. The emphasis on accessibility is critical for ensuring all patients, regardless of their abilities, have equitable access to healthcare information. Compliance is now both a legal requirement and a fundamental aspect of delivering inclusive care.

HHS Finalizes Rule Strengthening Protections Against Disability Discrimination

![cdp Communications logo] # Case Study

Client:

Overview

The client is a large healthcare organization with a vast network and high-volume document processes, creating 3.5 million documents each month. They handle thousands of documents daily across legacy and modern systems, each requiring conversion into accessible formats to comply with PDF/UA standards and to maintain efficient operations.

Client Challenge:

The healthcare provider faced a critical challenge in meeting accessibility compliance while ensuring uninterrupted operations. With a diverse mix of legacy and current document formats—including AFP and PDF—they needed a solution that could convert these documents into PDF/UA compliant formats without disrupting their workflows. Additionally, they had accumulated a large backfile of legacy documents, that were not yet accessible. The organization was committed to providing all patients, including those with disabilities, equitable access to vital healthcare information, making accessibility compliance not only a legal requirement but also a key customer service priority.

The challenge was multifaceted:

- Diverse Document Formats: Managing a complex mix of legacy and modern document formats, along with a growing archive of inaccessible files.
- Compliance Requirements: Meeting the strict accessibility standards of PDF/UA to ensure regulatory compliance.
- Seamless Integration: Implementing new accessibility solutions without disrupting daily operations.

Solution: Integration of ADEPT UA Engine

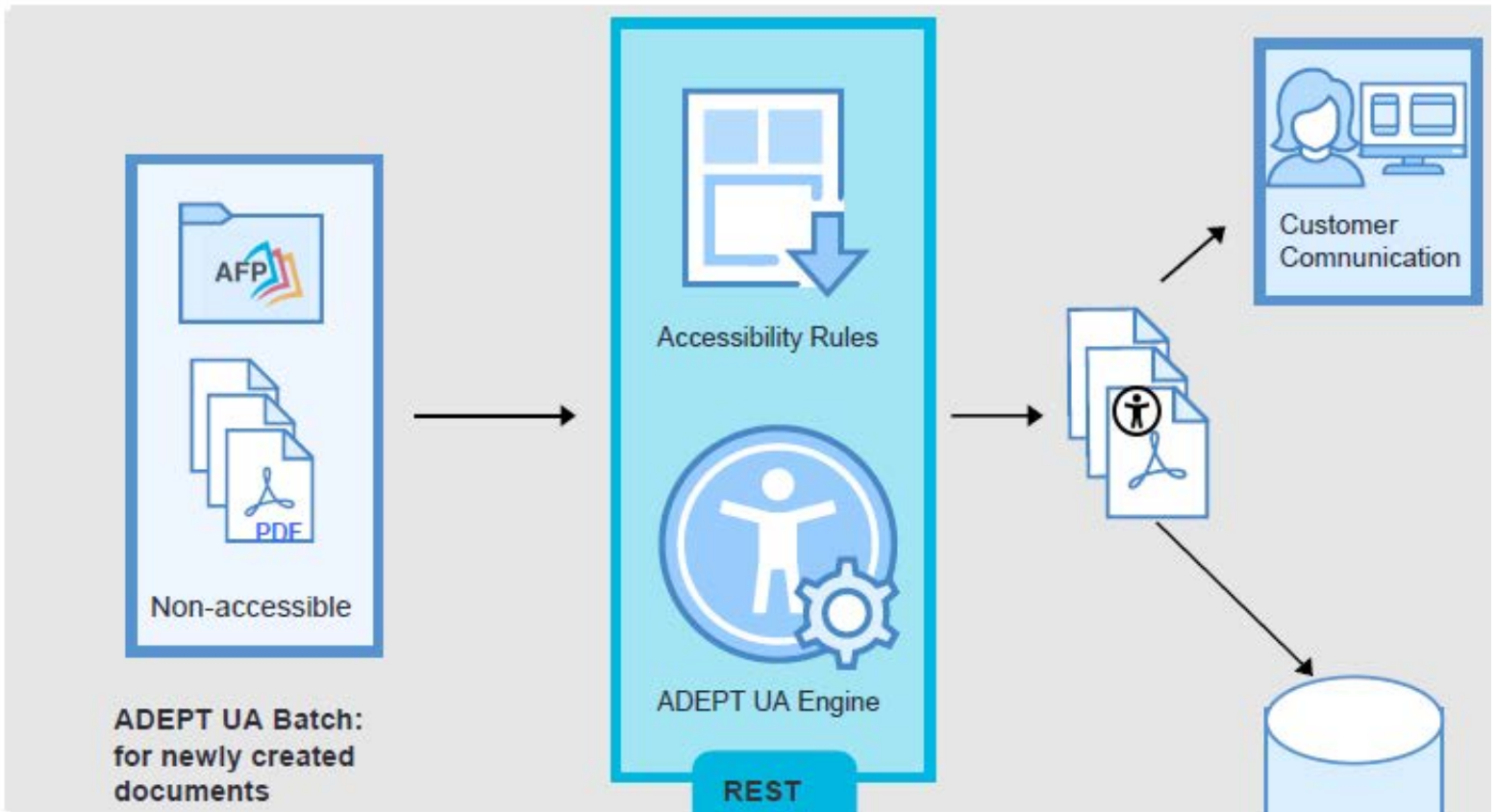## Existing Workflow Integration:

- Input from Legacy Applications: Legacy systems provided input files in formats like XML, RAW, and CSV. These were fed into the composition system, which produced formatted documents in AFP and PDF formats.
- Post-Composition Stage: a communication designer tool was used to organize, index, and refine documents post-composition, ensuring they were ready for accessibility remediation.

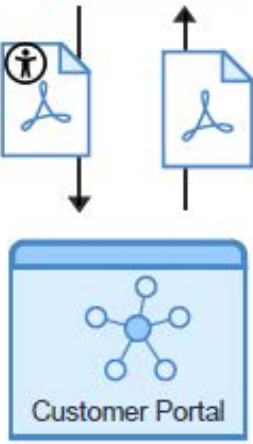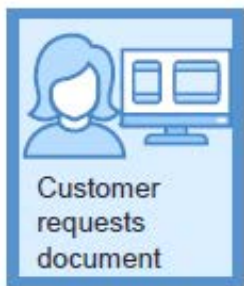## Accessibility Processing for Batch: ADEPT UA

- Template Creation: Accessibility rules were created based on representative document samples, ensuring that these rules could be applied consistently across various documents.
- Accessibility Remediation Automation: The ADEPT UA Tagging Engine applied predefined rules to convert documents into PDF/UA-compliant formats. This ensured correct reading order, proper tagging, and compatibility with assistive technologies.
- Compliance Check: A thorough compliance check flagged any non-compliant elements, ensuring that all documents adhered to PDF/UA standards before being stored in the digital archive.

Accessibility Processing for OnDemand: ADEPT UA REST API

- On-Demand Remediation: When a customer requested a document via the Customer Portal, the system retrieved the legacy document from the digital archive and processed it in real time using the ADEPT UA REST API. This ensured immediate compliance with PDF/UA standards, with predefined accessibility rules applied to convert the document to an accessible format.
- Document Return and Retention: Once remediated, the document was returned to the customer portal, with a copy retained in the archive for future requests. This process ensured that all public-facing documents, such as statements, were consistently accessible.

ADEPT UA Batch:
for newly created
documents

Non-accessible

AFP

PDF

Accessibility Rules

ADEPT UA Engine

REST
API

Customer
Comnunication

Digital
Archive
contains
both
accessible
and not
accessible
PDFs

Customer
requests
document

Customer Portal

ADEPT UA with
REST API
for not accessible
legacy documents

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Results

Customer Integration and Output

The remediated PDF/UA documents were seamlessly integrated into the healthcare provider's existing systems. These documents, including previously inaccessible legacy files, were stored in a centralized digital archive, ensuring easy retrieval for future use. Additionally, they were made available to end users through multiple delivery options, including secure digital access and print. This flexible approach ensured that all customers, regardless of their needs, could access vital healthcare information in a fully accessible, compliant format.

Post-Remediation Workflow

The post-remediation process ensured that all documents maintained their original visual appearance. Key stages of the post-remediation workflow included:
- PrePrint QA: Quality assurance measures ensured document accuracy and consistency.
- Rendering and Printing: Documents were prepared for printing and insertion into mail streams with no change to reprint processing and dispatch workflows, ensuring timely delivery to recipients.
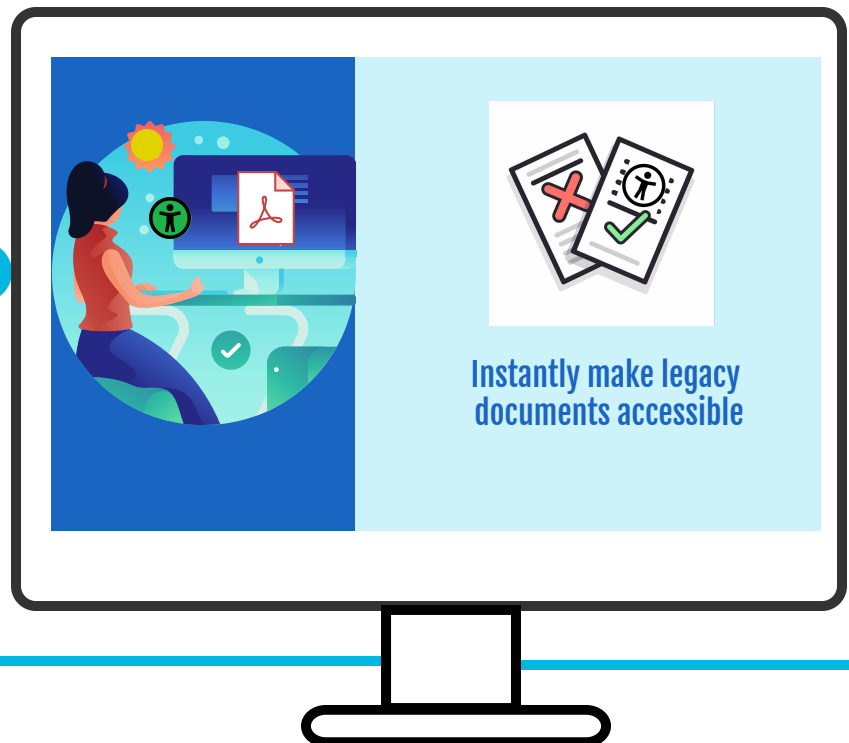
ADEPT UA Integration Outcomes

The integration of ADEPT UA into the healthcare provider's workflow led to the following outcomes:
- Enhanced Accessibility: Ensured that all patients, including those with disabilities, could access vital healthcare information.
- Regulatory Compliance: Achieved full compliance with PDF/UA standards, significantly reducing legal and operational risks.
- Improved Efficiency: The automation of document remediation reduced manual interventions, streamlining operations, and speeding up the overall document preparation process.

THE RESULT

Healthcare customers receive accessible, personalized PDF/UA documents in real time, with instant remediation and conversion ensuring compliance. This guarantees immediate access to vital information for all users.

ADEPT UA remediates documents, including legacy files that were not originally accessible, by applying predefined accessibility rules. It quickly converts these documents into compliant PDF/UA formats. This ensures that even older documents are made fully accessible in real time.

Instantly make legacy documents accessible

Case Study

CONCLUSION

Looking forward, the healthcare provider plans to expand ADEPT UA's use across other document types, further enhancing efficiency and ensuring inclusivity throughout their operations.

The integration of ADEPT UA into the healthcare provider's workflow delivered significant benefits, including improved accessibility, enhanced compliance, and streamlined document processing. By automating manual processes, ADEPT UA significantly reduced the effort required to prepare documents, ensuring faster turnaround times and full compliance with accessibility standards.

Does your organization face similar challenges with accessibility and compliance?

To request a demo or have questions, contact us at **sales@cdpcom.com** or visit **www.cdpcom.com**