Accessibility Policy

Commitment to Accessibility

Modern Therapy Madison, LLC ("Practice") is committed to supporting equitable access to information, communication, and psychotherapy services for individuals with disabilities.

Practice recognizes that individuals may have different accessibility needs and seeks to reduce unnecessary barriers to accessing its Website, educational resources, practice documents, and professional services.

Website Accessibility

Practice strives to make its Website accessible and reasonably usable by individuals with a range of abilities, disabilities, and technology needs.

Practice considers recognized accessibility guidance, including the Web Content Accessibility Guidelines ("WCAG"), when developing, maintaining, and updating Website content.

Accessibility considerations may include:

- clear and consistent Website navigation;
- readable text and appropriate color contrast;
- meaningful headings and content organization;
- alternative text for relevant images;
- compatibility with keyboard navigation and assistive technologies;
- accessible links, forms, and interactive features; and
- accessible presentation of downloadable documents and educational materials.

Practice recognizes that accessibility is an ongoing process and welcomes feedback regarding Website features or content that may present barriers.

Accessible Documents and Communication

Practice seeks to make practice policies, informed consent documents, educational resources, and other relevant information reasonably accessible.

If you experience difficulty accessing or understanding information provided through the Website, patient portal, or other Practice communication methods, you are encouraged to contact Practice.

Depending upon your needs and the nature of the information, reasonable accommodations or auxiliary aids and services may include:

- alternative document formats;
- assistance accessing or reviewing Practice documents
- accessible electronic communication methods;
- communication assistance;

- use of appropriate Telecommunications Relay Services; or
- other reasonable accommodations or modifications.

Practice will evaluate accommodation requests individually and in accordance with applicable legal and professional requirements.

Accessibility of Teletherapy Services

Modern Therapy Madison, LLC provides psychotherapy through telehealth.

Practice recognizes that individuals may require accommodations to participate effectively in teletherapy, including accommodations related to hearing, vision, speech, mobility, cognitive functioning, sensory needs, or other disabilities.

Clients and prospective clients are encouraged to discuss accessibility needs with Provider so that appropriate accommodations may be considered.

When evaluating accommodation requests, Practice will consider individual accessibility needs, available technology, effective communication, confidentiality, clinical appropriateness, safety, and applicable legal requirements.

Clients who require assistive technology, captioning, transcription, or similar accessibility tools during psychotherapy are encouraged to discuss these needs with Provider.

Practice will evaluate reasonable accommodations consistent with applicable confidentiality requirements and Practice's Social Media & Artificial Intelligence Policy & Agreement.

Practice's technology policies will be applied in a manner consistent with applicable disability and accessibility laws.

Third-Party Platforms and Content

Practice may use third-party platforms to provide Website functionality, electronic communication, scheduling, client portal access, billing, or telehealth services.

The Website may also contain links to independently operated websites, educational resources, applications, or other third-party content.

Practice does not directly control the design or accessibility features of independently operated third-party platforms.

If you experience an accessibility barrier involving a platform or service used by Practice, please contact Practice so that appropriate assistance, alternatives, or accommodations may be considered.

Requesting Assistance or an Accommodation

You may contact Practice if you:

- experience difficulty navigating or using the Website;
- cannot access a document or educational resource;
- require an alternative format for information;
- need assistance accessing a patient portal or telehealth service;
- require a communication accommodation; or
- have another accessibility-related need or concern.

You are encouraged to describe the accessibility barrier and the type of assistance or accommodation that may be helpful.

Practice will make reasonable efforts to respond promptly and work collaboratively with you to identify an appropriate solution consistent with applicable requirements.

Practice will not impose a surcharge for reasonable accommodations, auxiliary aids, or services that it is required to provide under applicable disability law.

Feedback and Contact Information

Accessibility is an ongoing consideration as technology, Website content, and Practice services evolve.

Practice welcomes feedback and suggestions regarding ways to improve accessibility.

Accessibility-related questions, concerns, or accommodation requests may be directed to:

Modern Therapy Madison, LLC
Phone: (608) 218-1496
Email: info@moderntherapymadison.com