

# 2026 Checklist for Accessible Communication

For Audiologists and Hearing Healthcare Providers

An inclusive communication approach isn't optional — it's expected. Use this checklist to assess your accessibility readiness for the year ahead.

## Team communication

- Clear communication guidelines:** Set simple standards for in-person and remote communication.
- Assistive technology:** Consider speech-to-text software, visual interpreting, and sign language interpreting services.
- Training programs:** Conduct regular training on accessible content and communication practices.
- Captioned content:** Caption all videos and multimedia.
- Meeting accessibility:** Choose spaces with step-free access, wide pathways, accessible restrooms, and seating options for mobility devices.

## Patient experience

- Website accessibility:** Follow Web Content Accessibility Guidelines (WCAG).
- Screen-reader friendly design:** Use proper HTML, alternative text for images, and semantic structure.
- Accessible documents:** Apply clear headings, readable formatting, and descriptive links.
- Platform testing:** Test digital tools for accessibility and usability.
- Physical access:** Ensure your business space is equipped with wheelchair ramps, automatic doors, braille signage, and other features that ensure everyone has access.
- Customer service for all:** If your organization provides customer service through a call center, consider using tools like video remote interpreting (VRI) or recommending patients to use call captioning when they call in with questions.

## Feedback and collaboration

- Easy feedback:** Send regular polls, offer anonymous feedback channels, and share updates so everyone sees progress.
- Collaborative problem-solving:** Identify and fix communication barriers together.
- Leadership commitment:** Lead by example. Make accessibility a visible priority.
- Policy integration:** Embed accessibility into policies and procedures.
- Annual review:** Revisit and update practices each year.

Need an accessibility tune up? CaptionCall offers solutions to help hearing healthcare providers deliver truly accessible communication.

**Schedule a consultation today!**

Contact your CaptionCall Account Manager to learn more about available solutions!