

Telehealth Accessibility & Accommodation Statement

At Mind Milk MD and Cox & Cox, LLC, we are committed to ensuring that our telehealth services are accessible to all individuals, including those with disabilities. In accordance with Section 504 of the 1973 Rehabilitation Act and the Americans with Disabilities Act (ADA), we provide equal access to healthcare services through various auxiliary aids and technical standards.

Our Commitment to Accessible Care

Telehealth must provide effective communication that is equal to in-person care. To meet global and federal standards for accessibility, our platform and providers adhere to the following technical requirements and supportive measures:

Accommodations for Specific Needs

Category	Technical Requirements & Support Measures
Vision Impairment & Blindness	• Compatibility with assistive devices like screen readers and Braille keyboards. • High-color contrast and screen magnification options for all text and images. • Alternative text (Alt-text) for non-text content, including medical charts and infographics. • Exclusion of background music in videos to prevent interference with screen readers.

Category	Technical Requirements & Support Measures
Deaf & Hard of Hearing	● Real-time captioning (CART) and monitored chat boxes during video conferencing. ● Please contact us in advance if you require sign language interpretation so we can discuss reasonable accommodation options. ● High-quality audio and large video windows to facilitate lip-reading. ● Use of clear masks or removal of masks (where safe and appropriate) during sessions.
Speech Difficulties	● Support for voice synthesizers and text-to-speech (TTS) generators to translate typed communication into audio. ● Flexible scheduling to allow for longer appointment times to accommodate communication pace. ● Options for text-based or email-based secondary communication.
Mobility & Fine Motor Needs	● Platform controls designed to avoid restrictive sizing, facilitating use for those with limited motor coordination. ● Avoidance of required double-clicking or complex scrolling menus where possible.
Cognitive & Learning Disabilities	● Use of simple, jargon-free language and "Easy Read" formats for key documents. ● Permission for caregivers or personal support persons to participate in the virtual meeting.

Security and Privacy Standards

To ensure the safety and trust of our patients, especially those with psychosocial disabilities, our telehealth infrastructure utilizes the following security protocols:

- **Encryption:** We use Advanced Encryption Standard (AES) to protect data.
- **Protocols:** Secure Real-time Transport Protocol (SRTP) and Datagram Transport Layer Security (DTLS) are used to prevent eavesdropping and tampering.
- **Transparency:** We provide clear explanations of data usage to avoid negative outcomes regarding privacy.

Requesting an Accommodation

To ensure we can coordinate and prepare the necessary accommodations for your telehealth appointment, please provide us with advance notice, ideally at the time of scheduling. You may request accommodations via:

- **Patient Portal:** Submit a request through your secure account.
- **Email/Phone:** Contact our accessibility coordinator.

We will work directly with you to identify the most effective communication method for your needs.

Accessibility Coordinator: [Lucia Ferreras-Cox, MD](#)

Request Date: Date