



World Health
Organization



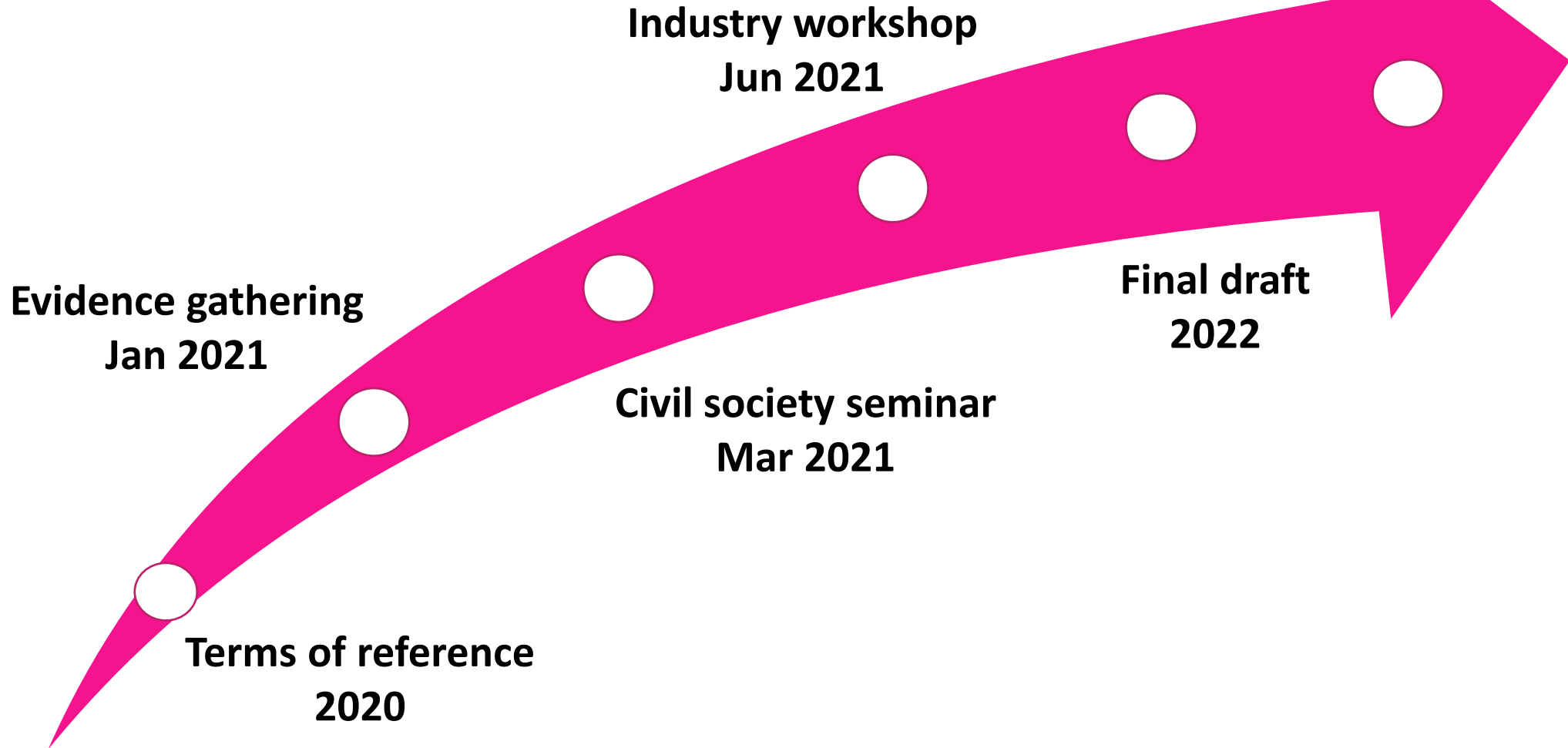
WHO-ITU GLOBAL STANDARD FOR ACCESSIBILITY OF TELEHEALTH SERVICES

Background and Rationale

- 16% or 1.3 billion people have significant disability globally
- Raised profile during COVID-19 pandemic
- Most common alternative strategy for continuing care
- Challenges for persons with disabilities in access and use
- Lack of standards and guidelines for accessibility

Development Process

**Launch
Jun 2022**

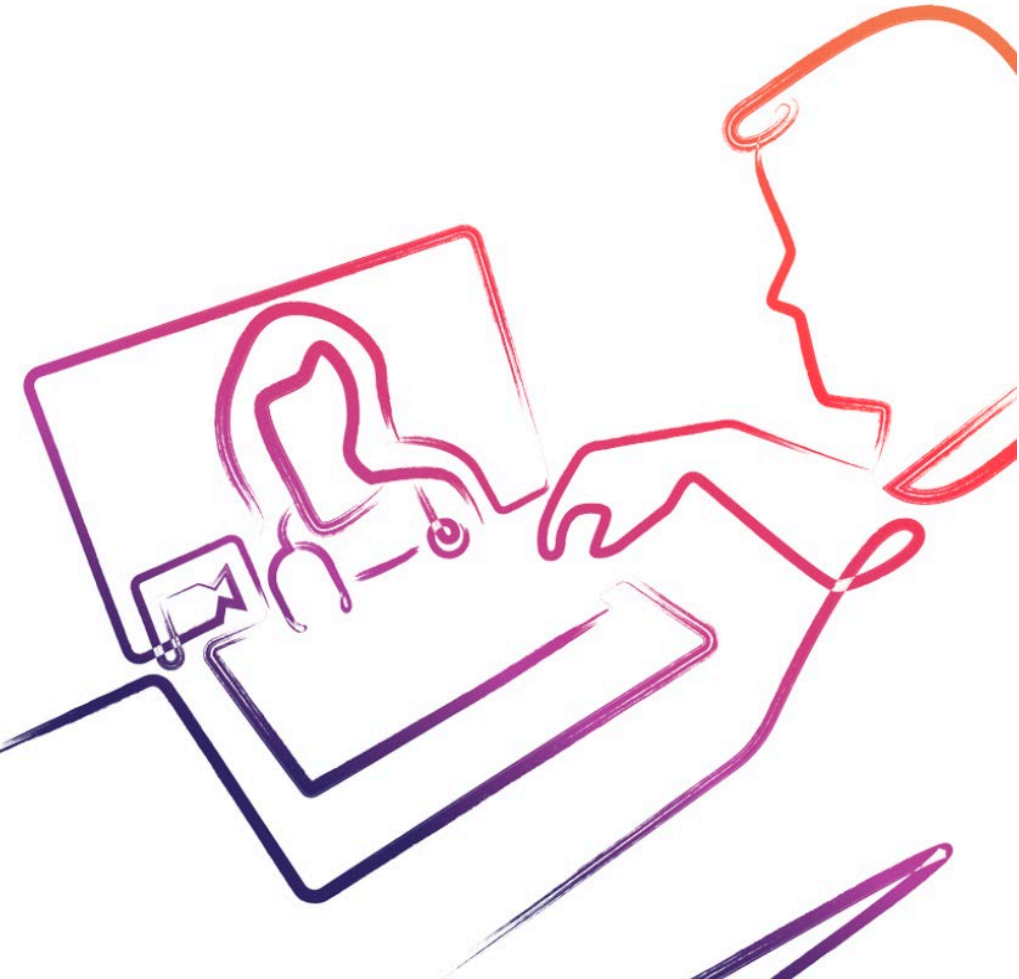


Scope and Objectives

- The standard targets governments, healthcare service providers and manufacturers of telehealth platforms
- Provides a list of technical requirements that telehealth platforms must have to ensure accessible telehealth service provision
- If implemented, potential to support accessible and equitable delivery of healthcare services



WHO-ITU Global standard for accessibility of telehealth services



Content

- Background and Methodology
- Challenges that Persons with Disabilities Face in Telehealth Environment
- General Technical Requirements for:
 - People with vision impairment and blindness
 - People hard of hearing or deaf people
 - People with speech and language difficulties
 - People with mobility impairments
 - People with mental health conditions and psychosocial disabilities
 - People with developmental and intellectual disabilities
 - People with learning disabilities
- Requirements during the planning phase
- Requirements for Security

From Challenges to Requirements

- **Challenge:** For video conferencing, a person who is deaf or hard of hearing may not be able to communicate with a doctor when captioning or volume control are not available.



- **Requirements**
 - Video conferencing shall provide captioning (and volume control).
 - Remote sign language interpretation or a video remote interpretation system should be implemented and made available to deaf and hard of hearing people as part of telehealth services

Requirements for people with vision impairment or blindness

- Telehealth platforms should be compatible with assistive devices like screen readers or Braille keyboards
- Colour contrast and screen magnification shall be available
- Services using telephone calls shall be available
- Videos included on telehealth platforms should not include background music
- Ambiguous wording and inaccurate descriptions in videos should be avoided

Requirements for people with developmental and intellectual disabilities

- Key documents and information should be provided in accessible formats, such as in easy read formats
- The telehealth platforms shall allow for more than two people to participate in a meeting, e.g. people who provide personal support
- Simple educational material on how to use telehealth services should be made available on the telehealth platform

Follow up products



Implementation toolkit for Accessible Telehealth Services



Draft New Technical Paper ITU-T FSTP-CONF-F.780.2

Conformance Testing Specification for ITU-T F.780.2 'Accessibility of telehealth services'

Summary

This document describes the testing of the compliance of telehealth platforms to the mandatory and recommended features of F.780.2 'Accessibility of telehealth services'.

Keywords

Telehealth, accessibility, F.780.2, disability

1 Scope

This Technical Paper describes the conformance testing checklist of F.780.2. More specifically, it provides additional explanations and a checklist for implementors on how to be compliant with the technical requirements which telehealth platforms are expected to ensure as part of accessible telehealth service provision.

2 References

[ITU-T F.780.2] ITU-T Rec. F.780.2 (2023), *Accessibility of telehealth services*.

3 Terms and definitions

3.1 Terms defined elsewhere

This Technical Paper uses the following terms defined elsewhere:

3.1.1 telehealth [ITU-T F.780.2]: Delivery of healthcare services, where patients and providers are separated by distance. Telehealth uses information and communication technologies (ICT) for the exchange of information for the diagnosis and treatment of diseases and injuries, research and