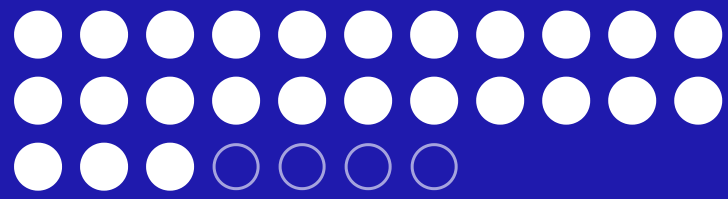
CORPOWID RESEARCH REPORT

Dutch Healthcare Sector Digital Accessibility Report

29 healthcare provider homepages · WCAG 2.2 · November 2026

Accessibility barriers were detected on **25 of 29** healthcare websites.



● Site with barriers detected ○ Site with no barriers detected

Data is based on provider homepages only · Scan date: 6 November 2026

02

What is digital accessibility?

Digital accessibility means websites, mobile apps and digital documents can be used by everyone, including people with visual, hearing, motor or cognitive differences.

According to the World Health Organization, 16% of the world's population, about 1.3 billion people, experience significant disability. Add age-related vision and mobility limits, and temporary situations such as a broken arm or a screen unreadable in sunlight, and accessibility becomes a matter for a large share of customers, not a minority.

The common yardstick is the Web Content Accessibility Guidelines (WCAG), published by the W3C. The current version, WCAG 2.2, groups its success criteria into three levels: A, AA and AAA. Most regulations require A and AA.

In the Netherlands, public bodies have had to make their websites accessible since 2018, and equal treatment law has required general accessibility of goods and services since 2017. Whether hospitals and care providers fall under the public-sector rules is not settled: in September 2026 a parliamentary motion asked the government to find out. The European Accessibility Act does not cover healthcare as such.

Vision	Hearing	Motor	Cognitive
Screen readers, magnification, high contrast	Captions, text alternatives	Keyboard, voice control, large touch areas	Plain language, consistent navigation, clear errors

Source: WHO, Disability and health, March 2023

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Executive summary

HOMEPAGE ONLY

Most Dutch hospitals and care providers have at least one accessibility barrier on their homepage. Low-contrast text and unnamed controls dominate, and a handful of sites carry most of the problem.

25/29
sites with at least one A/AA barrier

292
automatically detected barriers

39%
of barriers are low-contrast text

68%
of barriers sit on the 7 sites with the most

1 **Contrast is the most common problem.**
114 of 292 barriers (39%) are low-contrast text, found on 17 of 29 sites.

2 **Screen reader users get stuck on 17 of 29 sites.**
Unnamed buttons and links, and ARIA attributes that do not fit their role, account for 109 barriers.

3 **Barriers concentrate in a few providers.**
The 7 sites with the most barriers account for 68% of the total, while 4 sites showed no A/AA barrier at all.

4 **76% of barriers are the same error repeated.**
On 21 of the 25 affected sites, a single error type makes up at least half of the barriers; one fix goes a long way.

5 **Touch areas are tight on mobile.**
At AA level, small touch targets appear on 6 sites; at the stricter AAA level, all 29 sites have targets below 44×44 px.

SCOPE NOTE

The accessibility data in this report is calculated from the homepage of each company operating in the sector only. Pages behind login, subpages, mobile apps and documents are out of scope; results do not represent a company's digital channels as a whole.

Methodology

1

Select

29 healthcare providers in the Netherlands: 24 hospitals and clinics, including university medical centres, and 5 care organisations.

2

Scan

Each homepage was scanned automatically against WCAG 2.2 on 6 November 2026, with the same tool version.

3

Classify

Each barrier was tagged by criterion, principle and level; error density was calculated.

4

Analyse

Barriers were grouped by topic and sector. No provider is named.

SCOPE NOTE

The accessibility data in this report is calculated from the homepage of each company operating in the sector only. Pages behind login, subpages, mobile apps and documents are out of scope; results do not represent a company's digital channels as a whole.

What we measured

- Text alternatives for images
- Coded page structure
- Colour contrast
- Touch target size
- Names of buttons and links
- Page language and title

Not measured in this report

- Pages behind login (internet banking)
- Subpages, mobile apps and PDF documents
- Keyboard navigation and screen reader behaviour
- Clarity of content (requires manual review)

Independence and transparency

Independent
Prepared on our own initiative; no organisation requests, pays for or approves it.

Anonymous
No organisation, brand, domain or sample list is published.

Point in time
Results reflect each homepage at the time of scanning.

Repeatable
Same period, same page type, same tool version.

Conflict of interest
Corpowid provides accessibility solutions; the report contains no product promotion.

Scanned by
Corpowid's digital resources and scanning infrastructure.

STANDARD DISCLOSURE

Automated testing in this study detects only a subset of WCAG 2.2 failures. A clean automated result does not mean a site is accessible or conformant. Barriers under the Understandable principle, such as unclear instructions or unhelpful error messages, and the real behaviour of interactive components can only be assessed through manual review, which is outside the scope of this report. Findings describe detectable barriers, not legal compliance.

05

Overall results

Barriers were detected on 25 of 29 sites. A typical healthcare homepage has 6 barriers across 2 WCAG criteria; 58% of all barriers are Perceivable.

25/29
sites with at least one barrier

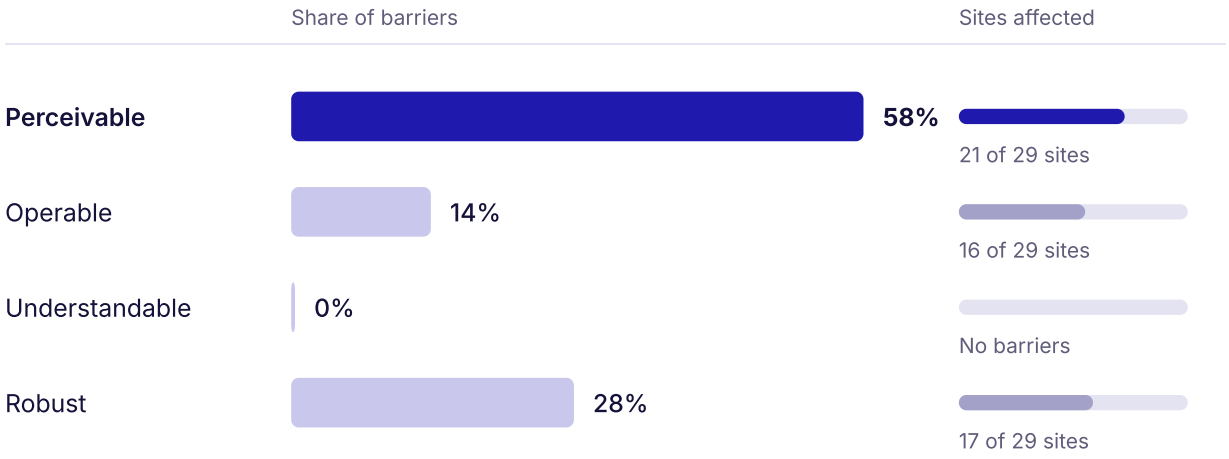
292
barriers in total

6
median barriers per site

2
median criteria per site

58% of barriers are in the Perceivable principle

Distribution of 292 barriers across principles, and number of sites affected



43% of barriers are Level AA



Level A · 166 AA · 126

126 of 292 barriers sit at Level AA, and 114 of those are contrast. The other 166 are Level A, led by accessible names.

4 sites with no barriers

4 / 29

These sites still carry AAA-level warnings (22–66 per site), such as touch targets below 44×44 px. No automated barrier does not mean accessible.

Finding no Understandable barriers reflects the limits of automated testing; this principle largely requires manual review.

Findings by topic

Six in ten providers have contrast or screen reader barriers

Sites failing the criterion, rounded to a 10-site unit

Topic · WCAG	How many in 10		Exact count
Contrast 1.4.3	●●●●●●○○○○	**6/10**	17 / 29
Name, role, value (screen reader) 4.1.2	●●●●●●○○○○	**6/10**	17 / 29
Unnamed link 2.4.4	●●●○○○○○○○	**3/10**	10 / 29
Page structure 1.3.1	●●●○○○○○○○	**3/10**	8 / 29
Alt text 1.1.1	●●○○○○○○○○	**2/10**	7 / 29
Touch targets 2.5.8	●●○○○○○○○○	**2/10**	6 / 29
Bypass blocks 2.4.1	●○○○○○○○○○	**1/10**	4 / 29
Use of colour 1.4.1	○○○○○○○○○○	**0/10**	1 / 29
Non-text contrast 1.4.11	○○○○○○○○○○	**0/10**	1 / 29

Contrast

114 contrast barriers on 17 sites make up 39% of all barriers. Two sites alone hold 56 of them.

Screen reader

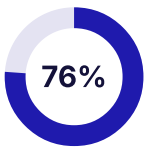
109 barriers on 17 sites: unnamed buttons and links, and ARIA attributes that do not fit their role. A screen reader announces them only as "button" or "link".

Images

26 barriers on 7 sites: images and embedded objects without a text alternative. One site holds 14 of them.

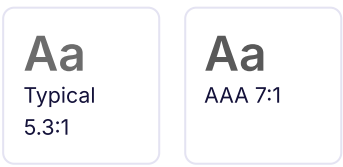
Depth: how close are the fixes?

Repetition effect



76% of barriers repeat an error already on the same site. On 21 of 25 affected sites, one error type is half or more.

AAA contrast



24 sites have text below the AAA 7:1 contrast ratio; the median example is 5.3:1.

Touch target



Of 11 targets failing AA, 8 are wide enough but under 24 px tall. The others are too narrow or cut down by overlapping controls.

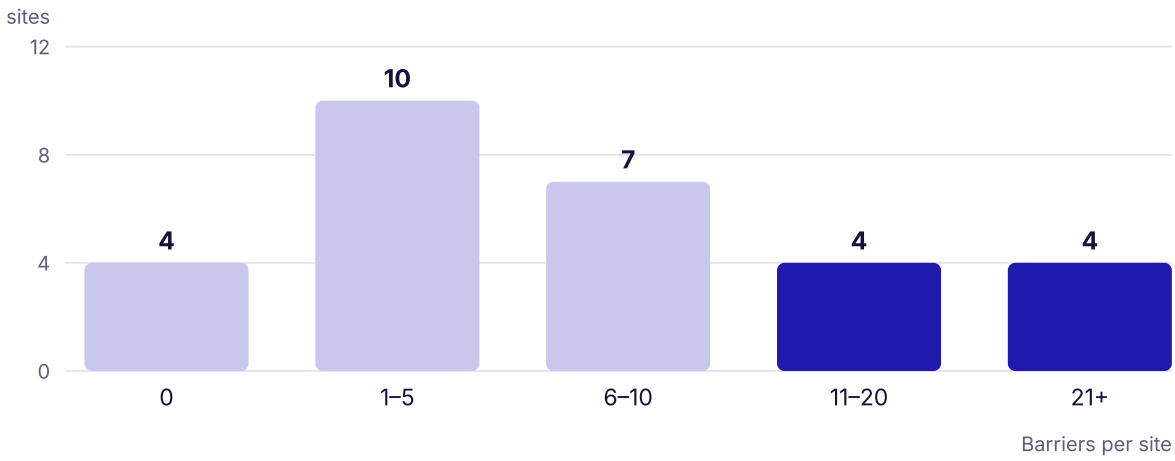
07

Distribution across sites

A sector average alone misleads: 4 providers show no barriers, while the 7 with the most hold 68% of the total.

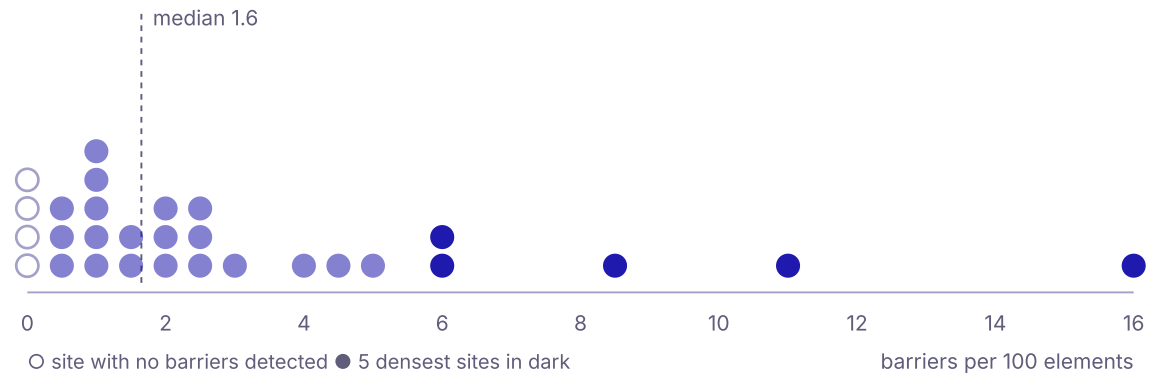
4 providers show no barriers, 4 have more than 20

Sites by number of A + AA barriers detected per site



Barrier density ranges from 0 to 16.0 per 100 elements

A + AA barriers per 100 elements examined, in steps of 0.5; each dot is an anonymous healthcare website



The median healthcare homepage has 1.6 barriers per 100 elements across 2 WCAG criteria. 4 sites have none; the 5 densest have between 5.6 and 16.0 barriers per 100 elements.

08

Quick wins and their value beyond compliance

Five targeted fixes cover 286 of the 292 detected barriers. The same fixes also pay off in search visibility and user experience.

	Fix	Why first	Who benefits	Beyond compliance
1	**Fix weak contrast** WCAG 1.4.3	114 barriers, 17 sites; most common	Low vision, older users	No SEO effect; readability improves for everyone in sunlight and at low brightness.
2	**Give buttons and links an accessible name** WCAG 4.1.2 · 2.4.4	109 barriers, 17 sites	Screen reader users	Meaningful names help software tools interpret the page correctly.
3	**Add text alternatives to images** WCAG 1.1.1	26 barriers, 7 sites	Blind users	Google also understands images from alt text; image search visibility improves.
4	**Code page structure correctly** WCAG 1.3.1	26 barriers, 8 sites	Screen reader users	Heading and list structure helps search engines parse the page; skimming users find things faster.
5	**Make touch targets at least 24 px** WCAG 2.5.8	11 targets, 6 sites; 8 fail on height only	Mobile, motor impaired	Not a direct ranking signal; it improves mobile page quality and cuts mis-taps.

Situational barriers

Accessibility is not only for permanent disabilities. Every customer using a phone one-handed on a crowded bus, without their glasses, or watching video on mute benefits from the same fixes.

Source: Google Search Central, SEO Starter Guide. Search effects are directional, not measured traffic impact.

Advanced level: AAA

AAA is not required by most regulations, so it is kept out of the main figures. It does answer whether a site that passes AA is truly comfortable to use.

29/29
sites have touch targets below 44×44 px (AAA 2.5.5); 689 targets in total.

24
sites have text below the AAA 7:1 contrast ratio (1.4.6).

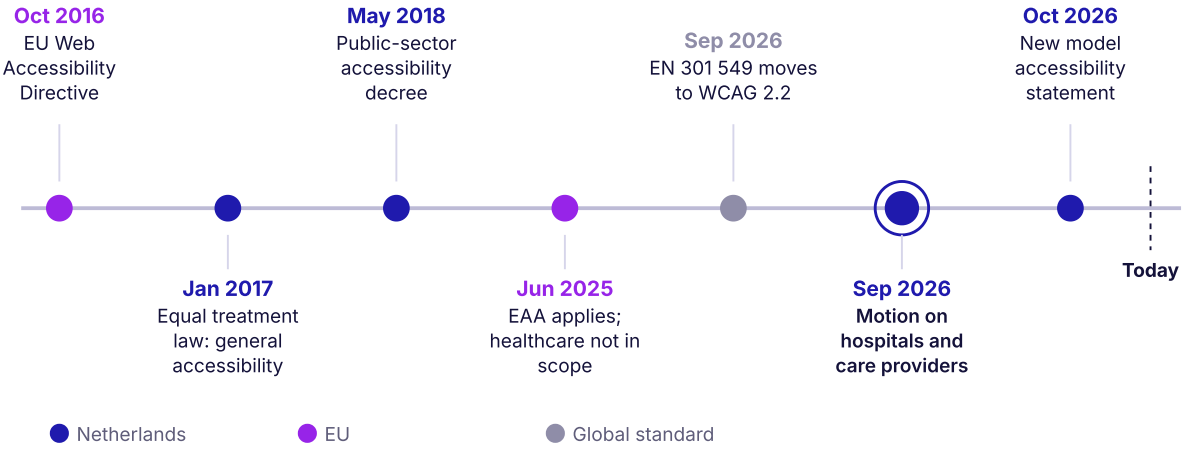
25
sites have links that open a new tab without warning (AAA 3.2.5).

09

Regulatory context

Dutch healthcare sits in a grey zone. Public bodies are bound by WCAG-based rules, but many hospitals and care providers are private foundations, and Parliament has now asked which of them fall outside.

From public bodies to the question of care providers



Public-sector decree

Tijdelijk besluit digitale toegankelijkheid overheid · 2018

Public bodies and public-law institutions must apply EN 301 549 and publish an accessibility statement; a new model statement applies from 1 October 2026. Whether a hospital counts depends on how it is funded and governed.

Parliament

Motion 26 643 · 24 September 2026

Notes that not all hospitals and private care providers are public-law institutions, so WCAG does not necessarily apply to them, and asks the government to investigate which institutions fall outside the rules.

Equal treatment and EAA

Wgbh/cz · EAA

Since 2017, the equal treatment act requires general accessibility of goods and services, realised step by step. The EAA, in force since June 2025, does not cover healthcare as such, only consumer e-commerce.

HOW THIS REPORT CONNECTS

Unlike banking or telecom, the legal duty for Dutch healthcare websites depends on how each provider is organised, and Parliament is now asking the question. Meanwhile 25 of 29 homepages have automatically detected barriers at Levels A and AA, the levels EN 301 549 builds on. This is not a compliance judgement.

Sources: Tijdelijk besluit digitale toegankelijkheid overheid (3 May 2018); Staatscourant 2026, 515; Motion El Boujdaini and Vervuurt, 26 643, 24 Sep 2026; Wgbh/cz and Stb. 2017, 256; Rijksinspectie Digitale Infrastructuur; AccessibleEU, 7 Sep 2026.

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Implications for executives

Accessibility is a management decision, not an IT task. The data points to five areas for decision.

1 Measure the patient journey

Appointment booking, the patient portal, forms and route information matter more than the homepage. Patients with impairments rely on these channels more than most; measure them first.

2 Name a single owner

Barriers are spread across design, content and engineering. Without an executive owner and a quarterly target, fixes lose out to the campaign calendar.

3 Start with contrast and names

Contrast and unnamed controls make up 76% of barriers. One update to the colour palette and the shared icon buttons removes most of them across every page.

4 Put WCAG 2.2 AA in supplier contracts

Campaign agencies and third-party components (chat, cookie banner, calculators) are a major source of barriers.

5 Make measurement continuous

Automated scans on every release and at least one expert audit a year. Two board-level indicators are enough: error density and the completion rate of critical tasks.

The first 90 days

Days 0–30

Measure and own

Independent scan, owner named, priority list

Days 31–60

Fix the templates

Menu, icon button and touch target components

Days 61–90

Verify and embed

Expert test, contract clauses, board indicator

Three questions for the board

1. When did we last measure the accessibility of our digital channels independently?
2. Who owns accessibility, and what is the target?
3. Can a new digital product go live without passing an accessibility test?

Appendix

A · Metric definitions

Barrier	An automatically detected finding that fails a WCAG 2.2 A or AA criterion.
Error density	Barriers ÷ elements examined × 100.
Repetition rate	Barriers from repeats of the same error type on a site ÷ all barriers.
Warning	AAA checks and possible barriers needing review; not in the main figures.
Share of sites affected	Sites with at least one barrier on the criterion ÷ 29.
Criteria breadth	Number of distinct WCAG criteria a site fails.
Concentration	Share of all barriers held by the sites with the most.
Median	The middle value when sites are sorted; unaffected by outliers.

B · WCAG criteria reviewed

Criterion	Name	Level	Principle	Sites	Barriers
1.1.1	Non-text content	A	Perceivable	7 / 29	26
1.3.1	Info and relationships	A	Perceivable	8 / 29	26
1.4.1	Use of colour	A	Perceivable	1 / 29	1
1.4.3	Contrast (minimum)	AA	Perceivable	17 / 29	114
1.4.11	Non-text contrast	AA	Perceivable	1 / 29	1
2.4.1	Bypass blocks	A	Operable	4 / 29	4
2.4.4	Link purpose	A	Operable	10 / 29	26
2.5.8	Target size (minimum)	AA	Operable	6 / 29	11
4.1.2	Name, role, value	A	Robust	17 / 29	83
	Total				**292**

C · Scan parameters

Scan date	6 November 2026
Page type	Homepage (landing page after redirect)
Sample	29 healthcare providers: 24 hospitals and clinics, 5 care organisations
Tool	Corpowid scanning infrastructure, version 2.0.2
Level	Barriers: A and AA · warnings: incl. AAA
Language	Dutch

D · Glossary

Screen reader	Software that reads screen content aloud or sends it to a Braille display.
Touch target	The area of a button or link pressed with a finger.
Assistive technology	Tools such as screen readers, magnifiers and voice control.
Alt text	The text equivalent of an image for users who cannot see it.
Contrast ratio	Luminance difference between text and background; AA needs at least 4.5:1 for normal text.
Component / template	A piece of interface reused across many pages.



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