

GeoBlue Compass - UX recommendations and WCAG compliance

Table of contents

- 02-03. Home page
- 04-05. Provider search
- 06-07. Provider Search Results
- 08-09. Provider Profile
- 10-11. Destination Profiles
- 12-13. CityHealth Profile
- 14-17. City Profile
- 18-19. Security Profile search
- 20-21. Security Profile
- 22-23. Translation Tools
- 24-25. Medicine Equivalents
- 26-27. Medicine Translation Guide
- 28-29. Medical Phrases
- 30-31. Medical Phrases - Results
- 32-33. Medical Terms
- 34-35. Medical Terms - Results
- 36-37. News & Safety
- 38-39. News Alerts
- 40-41. News Alert - article
- 42-43. Healthy Travel
- 44-45. Healthy Travel - Categories
- 46-47. Healthy Travel - Article
- 48-49. About
- 50-51. Terms of Use
- 52-53. Contact
- 54-55. Privacy Policy
- 56-57. Registration
- 58-59. Reset Password
- 60. Style Guide
- 61-63. Further Requirements

Introduction

The purpose of this document is to document and track UX recommendations along with WCAG compliance issues for the GeoBlue Compass website/product.

The IT department has identified GeoBlue Compass as needing necessary upgrades to help increase functionality for our users. At this time we also wish to implement WCAG guidelines which will get the product closer to 508 compliance. This will also help us identify any WCAG compliance issues in any future projects and help set standards on how to approach them.

Out of scope

At this time we will not be making this responsive based off the bootstrap framework. This will remain as a Coldfusion site and there are no current plans to change to a .NET framework.

Who this is for

UX/UI Designers and Coldfusion/.NET development teams. It is useful to have an understanding of HTML/CSS, WCAG guidelines and techniques set by the W3C, <https://www.w3.org/TR/WCAG20-TECHS/>, and WAI-ARIA <https://www.w3.org/WAI/standards-guidelines/aria/>

Full WCAG compliance

To make this fully compliant it will need to be tested on various screen readers such as JAWS. It is also necessary to implement ARIA attributes on each form element. ARIA attributes implementation is outlined on page 63 in the Further Requirements section.

Version

number	date	author
0.5	April 21, 2020	MZillhardt

Issue types

	WCAG compliance
	UX recommendations

GeoBlue 

Provider Search | Destination Profiles | Translation Tools | News & Safety

Welcome to GeoBlue Compass
Convenient access to the best care and information around the world.

Login or Register to Start Exploring

Email

Password

Forgot Password?

SIGN IN REGISTER

The Resources You Need To Travel Confidently

GeoBlue Compass will help you find the care and information to plan for your medical needs when the unexpected occurs. With GeoBlue Compass you can quickly connect to medical resources available for the most popular destinations in over 180 countries.

- ▶ Reference personalized health and safety advice for a multitude of international destinations.
- ▶ Prepare for your trip by familiarizing yourself with the local care available.
- ▶ Find your medication's availability and brand name reference in your travel destination.

Information To Navigate The Unexpected

Emergency Access
Locate emergency information for police, fire, and medical help.

Provider Search
Access an elite network of healthcare providers outside the U.S., Puerto Rico, and the U.S. Virgin Islands.

Medical Translations
Communicate successfully and navigate barriers to treatment with the help of our translations tools.

News Feed

- Best Mart in Tuen Mun firebombed in latest attack April 2
- Government to impose night-time curfew from April 1

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Current State

WCAG issues

1. Menu links are currently too light. Link text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #757575
2. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16
3. Form controls require set labels. We need to add label elements here and associate them with the correct form controls. Form input structure needs to be `<label for="input id" class="hidden">name</label>` and set the input id `<input id="input name">`.
4. Buttons do not have a high enough contrast as explained in 1. Set the primary orange button background to #B15E16 and the secondary blue button background to #008094.
5. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #008094
6. News feed links are currently too light. Link text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #007385
7. Menu links are currently too light. Link text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #008094.
8. California and the EU GDPR privacy policies must be generated as tagged PDFs, or we need to convert these to HTML, to meet WCAG compliance standards.

UX Recommendations

9. Bounding box opacity is low. Set opacity to at least .75 to differentiate this from the background
10. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial.
11. User expectations are that icons are associated with links. We should be linking these icons to their associated sections.
12. Currently the news feed box is very narrow. By widening it, we allow full titles to be displayed and this takes advantage of the white space leftover in the bounding box. By doing this users can read headlines easier and we can display more articles in the feed. If certain member profile have additional content that is displayed in the grey bounding box, we can change these layouts for those users.

Welcome to GeoBlue Compass
Convenient access to the best care and information around the world.

Login or Register to Start Exploring

[Forget Password?](#)

[SIGN IN](#) [REGISTER](#)

The Resources You Need To Travel Confidently

GeoBlue Compass will help you find the care and information to plan for your medical needs when the unexpected occurs. With GeoBlue Compass you can quickly connect to medical resources available for the most popular destinations in over 180 countries.

- Reference personalized health and safety advice for a multitude of international destinations.
- Prepare for your trip by familiarizing yourself with the local care available.
- Find your medication's availability and brand name reference in your travel destination.

Information To Navigate The Unexpected



Emergency Access

Locate emergency information for police, fire, and medical help.



Provider Search

Access an elite network of healthcare providers outside the U.S., Puerto Rico, and the U.S. Virgin Islands.



Medical Translations

Communicate successfully and navigate barriers to treatment with the help of our translations tools.

News Feed

- Domestic flights suspended for 14 days from April 15
- First COVID-19 fatality reported April 14
- Border closures extended until April 22



Recommendations

Numbers correspond to those outlined in current state on page 2.

Not shown

- 3. Coding for labels
- 8. Coding required for privacy policy pages
- 11. Coding for links

Signed in as Demo Tester | [Sign Out](#)

GeoBlue 

[Provider Search](#) | [Destination Profiles](#) | [Translation Tools](#) | [News & Safety](#)

Home | [Provider Search](#)

Search For An International Provider



Doctor / Dentist Hospital / Facility

Within

Country

City

Specialty

Trusted Care Wherever You Go

GeoBlue has an elite network of doctors from almost every specialty ready to see you in over 180 countries. Only a small fraction of doctors around the world meet GeoBlue's exacting standards-participation is by invitation only. We seek out professionals certified by the American or Royal Board of Medical Specialties who speak English, and we factor in recommendations by over 160 Physician Advisors from all over the world.

We assemble in-depth provider profiles so our members can choose with confidence, and we put formal contracts in place to ensure preferred patient access.

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Current State

WCAG issues

1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16
2. Labels are orphaned. These labels need to be associated with the proper form controls. Form input structure needs to be `<label for="input id" class="hidden">name</label>` and set the input id `<input id="input name">`.
3. Buttons do not have a high enough contrast as explained in 1. Set the primary orange button background to #B15E16
4. Search by links need to have "aria-label" set. As it is, screen readers will become confused because the href is set to javascript void, and believe that the links are going to the same place
5. Checkboxes are not wrapped in a fieldset. A fieldset provides a visual and structural grouping of related form elements. It is typically to understand the function of the check boxes or radio buttons.

UX Recommendations

6. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial.
7. Allow users to select from a dropdown of cities in our database, like we do for the security profiles page. Right now, if users enter a city where no providers are, they get no results, and this can be frustrating for them.

Search For An International Provider



[Search By Location](#) [Search By Name](#)

Provider Type

Doctor / Dentist Hospital / Facility

Within

Country

-or-

City

Specialty

[SEARCH](#)

Trusted Care Wherever You Go

GeoBlue has an elite network of doctors from almost every specialty ready to see you in over 180 countries. Only a small fraction of doctors around the world meet GeoBlue's exacting standards-participation is by invitation only. We seek out professionals certified by the American or Royal Board of Medical Specialties who speak English, and we factor in recommendations by over 160 Physician Advisors from all over the world.

We assemble in-depth provider profiles so our members can choose with confidence, and we put formal contracts in place to ensure preferred patient access.

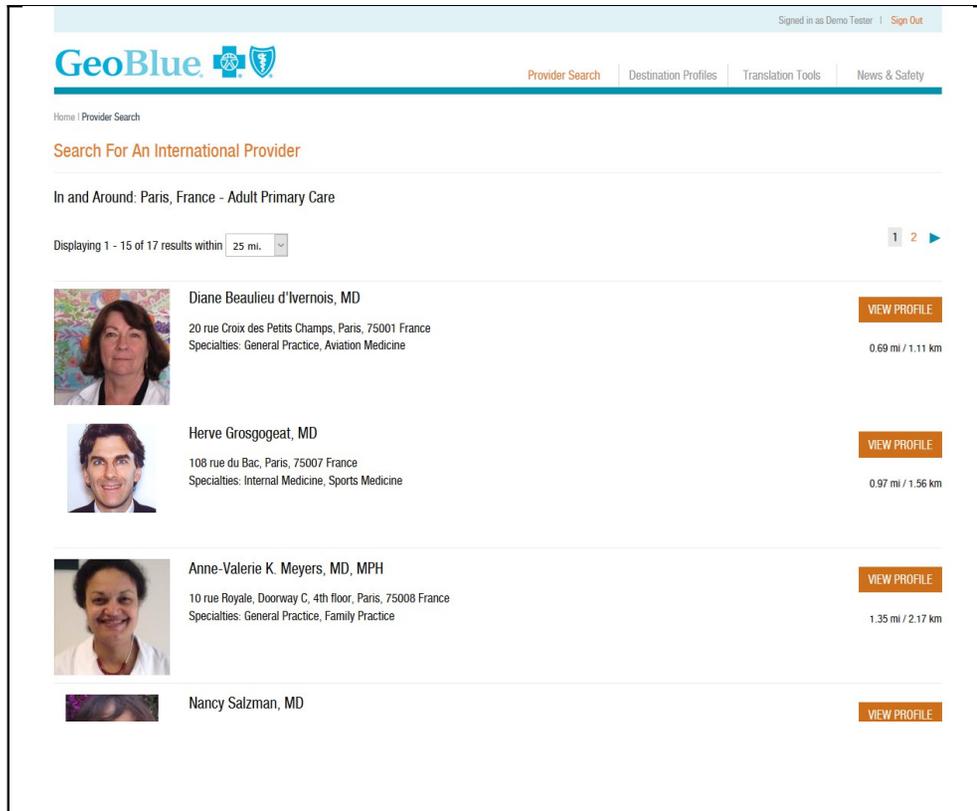
Recommendations

Numbers correspond to those outlined in current state on page 4.

Not shown

1. Coding for header
2. Coding for labels
4. Coding required for aria

Provider Search Results - www.geobluecompass.com/provider-search/provider-search-results.cfm

 <p>Signed in as Demo Tester Sign Out</p> <p>GeoBlue </p> <p>Provider Search Destination Profiles Translation Tools News & Safety</p> <p>Home Provider Search</p> <p>Search For An International Provider</p> <p>In and Around: Paris, France - Adult Primary Care</p> <p>Displaying 1 - 15 of 17 results within <input type="text" value="25 mi."/> 1 2 ▶</p> <p> Diane Beaulieu d'Ivernois, MD VIEW PROFILE 20 rue Croix des Petits Champs, Paris, 75001 France Specialties: General Practice, Aviation Medicine 0.69 mi / 1.11 km</p> <p> Herve Grosgeat, MD VIEW PROFILE 108 rue du Bac, Paris, 75007 France Specialties: Internal Medicine, Sports Medicine 0.97 mi / 1.56 km</p> <p> Anne-Valerie K. Meyers, MD, MPH VIEW PROFILE 10 rue Royale, Doorway C, 4th floor, Paris, 75008 France Specialties: General Practice, Family Practice 1.35 mi / 2.17 km</p> <p> Nancy Salzman, MD VIEW PROFILE</p>	<h2>Current State</h2> <h3>WCAG issues</h3> <ol style="list-style-type: none">1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E162. Cannot skip headers. This will need to be set as an h23. Images cannot have the same alt text. Instead of “profile image” use name of provider.4. Cannot skip headers. The provider names will need to be set as h3s5. Buttons do not have a high enough contrast as explained in 1. Set the primary orange button background to #B15E16.6. Missing form label. Form input structure needs to be <code><label for="input id" class="hidden">name</label></code> and set the input id <code><input id="input name"></code>. <h3>UX Recommendations</h3> <ol style="list-style-type: none">7. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to ‘PT Sans’, Helvetica, Arial.
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[Home](#) | [Provider Search](#)

Search For An International Provider

In and Around: Paris, France - Adult Primary Care

Displaying 1 - 15 of 17 results within

1 2 ▶



Diane Beaulieu d'Ivernois, MD

20 rue Croix des Petits Champs, Paris, 75001 France
Specialties: General Practice, Aviation Medicine

[VIEW PROFILE](#)

0.69 mi / 1.11 km



Herve Grosogeat, MD

108 rue du Bac, Paris, 75007 France
Specialties: Internal Medicine, Sports Medicine

[VIEW PROFILE](#)

0.97 mi / 1.56 km



Anne-Valerie K. Meyers, MD, MPH

10 rue Royale, Doorway C, 4th floor, Paris, 75008 France
Specialties: General Practice, Family Practice

[VIEW PROFILE](#)

1.35 mi / 2.17 km



Nancy Salzman, MD

[VIEW PROFILE](#)

Recommendations

Numbers correspond to those outlined in current state on page 6.

Not shown

1. Coding for header
2. Coding for header two
3. Coding for image alt tags
4. Coding provider name headers
6. Coding for input labels

Provider profile – www.geobluecompass.com/provider-search/provider-profile.cfm

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GeoBlue 

[Provider Search](#) | [Destination Profiles](#) | [Translation Tools](#) | [News & Safety](#)

Home | [Provider Search](#) | [Provider Profile](#)

Provider Profile



Dr. Diane Beaulieu d'Ivernois, MD
20 rue Croix des Petits Champs
Paris, 75001
France
Phone: 33 1 53.45.86.00
Fax: 33 1 42.60.07.01

Languages: English, French
Specialties: General Practice, Aviation Medicine

EDUCATION / CERTIFICATIONS

Medical/Professional School
Universite Laval, Canada

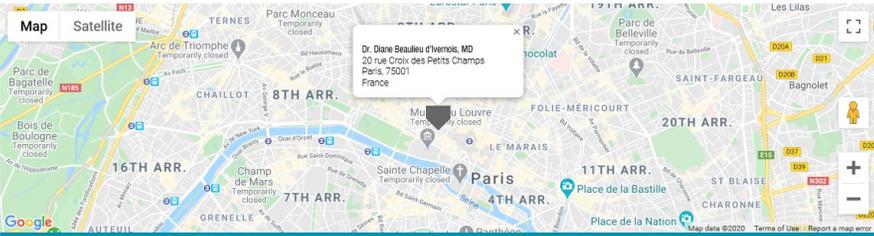
PRACTICE DETAILS

Clinical Interests
Dr. d'Ivernois can issue certificates for parachutists in France as well as airline pilot examinations.

ADDITIONAL INFORMATION

Professional Interests / Honors
Dr. d'Ivernois was recruited in partnership with Quintiles Transnational Corporation. She is certified as a Civil Aviation Medical Examiner by the French Ministry of Defense.

Hospital Affiliations
American Hospital of Paris, France



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Current State

WCAG issues

1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16.
2. Very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #008094.
3. Cannot skip headers. This is not actually a header, as headers are used to navigate the page by delineating sections. Should be set as a strong element instead.
4. “profile image” is not appropriate alt text. Use the provider name instead.

UX Recommendations

5. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to ‘PT Sans’, Helvetica, Arial.

[Home](#) | [Provider Search](#) | [Provider Profile](#)

Provider Profile



Dr. Diane Beaulieu d'Ivernois, MD

20 rue Croix des Petits Champs
Paris, 75001
France
Phone: 33 1 53.45.86.00
Fax: 33 1 42.60.07.01

Languages: English, French**Specialties:** General Practice, Aviation Medicine

EDUCATION / CERTIFICATIONS

Medical/Professional School
Universite Laval, Canada

PRACTICE DETAILS

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ADDITIONAL INFORMATION

Professional Interests / Honors

Dr. d'Ivernois was recruited in partnership with Quintiles Transnational Corporation. She is certified as a Civil Aviation Medical Examiner by the French Ministry of Defense.

Hospital Affiliations

American Hospital of Paris, France



Recommendations

Numbers correspond to those outlined in current state on page 8.

Not shown

3. Change of h4 elements to strong, since these are not true header elements

Destination Profiles - www.geobluecompass.com/destination-profiles/

Signed in as Demo Tester | [Sign Out](#)

GeoBlue

[Provider Search](#) [Destination Profiles](#) [Translation Tools](#) [News & Safety](#)

Home | [Destination Profiles](#)

Destination Profile

GeoBlue Compass provides up-to-date news and information for world travelers to help ensure your health and security. Gain access to important health and security alerts for a multitude of destinations worldwide.

CityHealthSM Profiles

CityHealthSM Profiles deliver detailed information about vaccination requirements, emergency numbers, and prescription drug practices in more than 2,135 destinations worldwide.

[VIEW CITYHEALTH PROFILES](#)

Security Profiles

Security Profiles, provided in partnership with Drum Cussac, feature detailed country and city information in five key areas: terrorism, criminal activity, conflict, unrest and natural disasters.

[VIEW SECURITY PROFILES](#)

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Current State

WCAG issues

1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16.

UX Recommendations

2. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial.

3. Remove these elements. They do not increase functionality in any way. Instead, have tabs for the City Health Profiles and the Security Profiles pages. By doing this, users can much more easily navigate and utilize these sections of the product.

Destination Profile

CityHealth Profile

Security Profile

Travelers who are armed with a CityHealth ProfileSM will have nearly as much knowledge about the healthcare resources and services in destinations around the world as they have about the services and resources available in their own home town.

Select a Country

Choose a City

RESET

SEARCH

Country level profiles provide:

- Health risks and vaccinations
- Pharmacy reliability and typical hours
- Local health system information

City/Destination information includes:

- Emergency telephone numbers
- Currency information
- Map and travel resources

Recommendations

Numbers correspond to those outlined in current state on page 10.

Signed in as Demo Tester | [Sign Out](#)

GeoBlue 

[Provider Search](#) | [Destination Profiles](#) | [Translation Tools](#) | [News & Safety](#)

Home | [Destination Profiles](#) | [CityHealth Profiles](#)

CityHealth Profile

Travelers who are armed with a CityHealth ProfileSM will have nearly as much knowledge about the healthcare resources and services in destinations around the world as they have about the services and resources available in their own home town.

 **Select a Country**

 **Choose a City**

Country level profiles provide:

- ▶ Health risks and vaccinations
- ▶ Pharmacy reliability and typical hours
- ▶ Local health system information

City/Destination information includes:

- ▶ Emergency telephone numbers
- ▶ Currency information
- ▶ Map and travel resources

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Current State

WCAG issues

1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16.
2. Currently these are h4s. These should be set as labels and associated with the proper form control elements. Form input structure needs to be `<label for="input id" class="hidden">name</label>` and set the input id `<input id="input name">`.
3. Icons are missing alternative text. Set the globe icon alt text to “country icon” and the city icon alt text to “city icon”.
4. Currently these are h4s. This skips heading levels. These need to be set as h2s or should be set as strong elements to have the same styling.
5. Buttons do not have a high enough contrast as explained in 1. Set the primary orange button background to #B15E16.

UX Recommendations

6. Buttons should be consistent across system. Should be capitalized as ‘SEARCH’
7. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to ‘PT Sans’, Helvetica, Arial.
8. Add tabbed navigation for CityHealth Profiles and Security Profiles. By doing this, users can much more easily navigate and utilize these sections of the product.

CityHealth Profile

CityHealth Profile

Security Profile

Travelers who are armed with a CityHealth ProfileSM will have nearly as much knowledge about the healthcare resources and services in destinations around the world as they have about the services and resources available in their own home town.

Select a Country

Choose a City

Country level profiles provide:

- Health risks and vaccinations
- Pharmacy reliability and typical hours
- Local health system information

City/Destination information includes:

- Emergency telephone numbers
- Currency information
- Map and travel resources

Recommendations

Numbers correspond to those outlined in current state on page 12.

Not shown

2. Code needed to change these to labels and associate with proper form elements
3. Code for alt text on elements
4. Change of h4 elements to strong, since these are not true header elements

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Provider Search | Destination Profiles | Translation Tools | News & Safety

Home | Destination Profiles | CityHealth Profiles | Paris, France

Paris, France

Map | Satellite | Change City: Paris

SECURITY PROFILE | PROVIDER SEARCH

PRINT | CityHealth Profile | CityHealth To Go Card

Unit of Currency: Euro
Currency Converter

Telephone Information and Emergency Numbers

Country Code	33
City Code	
- Outside Country	1
- Inside Country	01

EMERGENCY 112 or 15 | **POLICE** 112 or 17 | **FIRE** 112 or 18

The reliability of emergency services varies from location to location. Telephone operators may speak only the native language. Check with a physician or other local authority about the emergency services in your city.

Embassies

U.S. Embassy in Paris 2 avenue Gabriel • Paris • France	+33.1.43.12.22.22
Canadian Embassy in Paris 35 avenue Montaigne • Paris • France	+33.1.44.43.29.00
U.S. Consulate in Paris 4 avenue Gabriel • Paris • France	+33.1.43.12.22.22
British Embassy in France 35, rue du Faubourg St Honoré Codex 08 • Paris • France	+33.1.44.51.31.00
Australian Embassy in France 4 Rue Jean Rey • Paris • France	+33.1.4059.3300
Embassy of France in the U.S. 4101 Reservoir Road, NW • Washington, DC • United States	+33.1.43.12.22.22

Other Embassies and Consulates in France

- U.S. Consulate in Bordeaux
- U.S. Consulate in Toulouse
- U.S. Consulate General in Strasbourg
- U.S. Consulate in Toulouse
- American Presence Post in Lyon
- U.S. Consulate Marseille
- U.S. Embassy in Paris

Notable Local Hospitals

American Hospital of Paris 63 Boulevard Victor Hugo • Neuilly-sur-Seine • 92200 • France	33.1.46.41.25.25
Hopital Franco-Germainne 4 rue Kieber • Levallois Perret • 92200 • France	33.1.47.59.59.59
Laboratoire Madeleine 10 rue Vignon • Paris • 75009 • France	33.1.47.42.96.18
Centre Hospitalier Intercommunal Robert Ballanger Boulevard Robert Ballanger • Aulnay Sous Bois • 93600 • France	33.1.49.36.70.29
Hopital Dichtat-Claude Bernard 46 rue Henri Huchard • Paris • 75018 • France	33.1.40.25.80.80
Hopital Europeen Georges Pompidou 20 rue Leblanc Next to Balard metro station • Paris • 75015 • France	33.1.56.09.20.00
Hopital Necker Enfants Malades 149 rue de Serres • Paris • 75015 • France	33.1.44.49.40.00
Hopital Paris Centre (AP-HP) - Hopital Cochin 27 rue du Faubourg Saint-Jacques Next to the Saint-Jacques metro station • Paris • 75014 • France	33.1.58.41.41.41
Hopital Saint-Louis 1, avenue Claude Vellefaux • Paris • 75010 • France	33.1.42.49.49.49
Hopital Universitaire Pite Salpetriere 47-83 boulevard de l'Hopital • Paris • 75013 • France	33.1.42.16.00.00

Current Sta

WCAG issues

1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16. If we implement the tabbed navigation, we can have this as an h2 while destination profiles is set as an h1.
2. Form labels are orphaned and need to be associated with their corresponding form control elements. Form input structure needs to be <label for="input id" class="hidden">name</label> and set the input id <input id="input name">.
3. Buttons do not have a high enough contrast as explained in 1. Set the primary orange button background to #B15E16.
4. Links do not have a high enough contrast as explained in 1. Set the color to #B15E16.
5. Currently h4. This skips heading levels. Needs to be set as h2s or should be set as strong elements to have the same styling.
6. Section headings are all set as h4s. This skips heading levels. As such, each heading needs to be set as an h2.
7. Links do not have a high enough contrast as explained in 1. Set the color to #B15E16.
8. » links are redundant, going to the same place as the link in each section. These should be removed.

UX Recommendations

9. Each of these sections should be made as an accordian element. This makes it easier for users to navigate to information they are seeking and only view the info they want.
10. Add tabbed navigation for CityHealth Profiles and Security Profiles. By doing this, users can much more easily navigate and utilize these sections of the product.

🏥 Notable Local Clinics

[CHU Bichat-Claude Bernard Service de Maladies Infectieuses et Tropicales](#)
46 rue Henri Huchard • Paris • 75018 • France 33.1.40.25.88.93 >

[CMETÉ Travel Clinic](#)
10 rue du Colonel Driant • Paris • 75001 • France 33.1.53.45.86.60 >

[Centre Hospitalier Intercommunal de Villejuve-Saint-Georges-Service de Maladies Infectieuses et Tropicales](#)
40 allée de la Source • Villejuve Saint Georges • 94195 • France 33.1.43.86.20.00 >

🏥 Notable Local Pharmacies

[British Pharmacy Villa Mayer](#)
1 rue Auber • Paris • 75009 • France 33.1.42.65.88.29 >

[Pharmacie Anglès](#)
62 avenue Champs Elysées • Paris • 75008 • France 33.1.43.59.22.52 >

[Pharmacie Européenne de la Place Clichy](#)
6 Place de Clichy • Paris • 75009 • France 33.1.48.74.65.18 >

[Pharmacie Leclerc](#)
10 rue Vignon
Next to l'église de la Madeleine metro station • Paris • 75009 • France 33.1.47.42.04.59 >

[Pharmacie Matignon](#)
1 avenue Matignon • Paris • 75008 • France 33.1.43.59.86.55 >

[Pharmacie Porte de Vincennes](#)
86 Boulevard Soult • Paris • 75012 • France 33.1.43.43.13.68 >

[Pharmacie Tolbiac](#)
61 avenue d'Italie
Next to the Tolbiac metro station • Paris • 75013 • France 33.1.44.24.19.72 >

[Pharmacie de la Poste Maaek](#)
26 rue de Paris • Montreuil • 93100 • France 33.1.42.87.77.37 >

[Pharmacie des Champs Elysees](#)
84 avenue des Champs Elysees • Paris • 75008 • France 33.1.45.62.02.41 >

[Pharmacie du Drugstore des Champs-Elysees](#)
133 avenue des Champs Elysees
Next to the Charles de Gaulle Etoile metro station • Paris • 75008 • France 33.1.47.20.39.25 >

[Pharmacie du Rond Point des Champs-Elysees](#)
49bis avenue Franklin D. Roosevelt • Paris • 75008 • France 33.1.43.59.23.71 >

Pharmacies are notable because they offer special resources for international English-speaking travelers. They may have English-speaking staff, stock medications not normally found locally or cater to an international clientele. They are typically conveniently located for business and leisure travelers.

✈️ Travel Resources

- [Department of State - Travel Warnings & Consular Information Sheets](#)
- [Center for Disease Control and Prevention - Travelers' Health Page](#)
- [International Society of Travel Medicine - Travel Clinics Around the World](#)
- [Federal Aviation Administration - Passenger Information](#)
- [U.S. Embassies and other Diplomatic Missions - List of World Embassies](#)

General Country Info >

Marshall W. Raffel, Ph.D.
The French health system allows for specialists to be seen without referral... [More >](#)

Vaccination & Health Risks >

Your doctor can give you important advice and prescribe vaccines and medications to help you stay safe while traveling abroad. The following are vaccinations and medications you and your physician may wish to consider before travel to France. [More >](#)

Pharmacy Information >

In France, what is known as a pharmacy in the United States is referred to as a "Pharmacie"... [More >](#)

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Current State

WCAG issues

11. 'More' links are redundant, going to the same place as the link in each section. These should be removed. Link text is also suspicious. Links need to clearly describe the destination or function of the link, and extraneous text, eg 'click here' or 'more', should be avoided. Use page title / name instead.

UX Recommendations

12. Instead of having these as links, set to headers. Then, link to the appropriate section in the text copy.

Destination Profile

CityHealth Profile

Security Profile

Paris, France



* Circle denotes 50 mile radius from the center of Paris

Change City [SECURITY PROFILE](#)[PROVIDER SEARCH](#)[PRINT](#)[CityHealth Profile](#)[CityHealth To Go Card](#)**Unit of Currency: Euro**[Currency Converter »](#)

Telephone Information and Emergency Numbers

Country Code 33
 City Code
 - Outside Country 1
 - Inside Country 01

EMERGENCY
112 or 15**POLICE**
112 or 17**FIRE**
112 or 18

The reliability of emergency services varies from location to location. Telephone operators may speak only the native language. Check with a physician or other local authority about the emergency services in your city.

[TOP](#)

Embassies

U.S. Embassy in Paris 2 avenue Gabriel • Paris • France	+33.1.43.12.22.22
Canadian Embassy in Paris 35 avenue Montaigne • Paris • France	+33.1.44.43.29.00
U.S. Consulate in Paris 4 avenue Gabriel • Paris • France	+33.1.43.12.22.22
British Embassy in France 35, rue du Faubourg St Honoré Cedex 08 • Paris • France	+33.1.44.51.31.00

Recommendations

Numbers correspond to those outlined in current state on pages 14-15.

Not shown

- Code needed to change these to labels and associate with proper form elements
- Code to change header to strong
- Code to fix heading levels

Australian Embassy in France

4 Rue Jean Rey • Paris • France

+33.1.4059.3300

Embassy of France in the U.S.

4101 Reservoir Road, NW • Washington, DC • United States

+33.1.43.12.22.22

Other Embassies and Consulates in France

- [U.S. Consulate in Bordeaux](#)
- [U.S. Consulate in Toulouse](#)
- [U.S. Consulate General in Strasbourg](#)
- [U.S. Consulate in Toulouse](#)
- [American Presence Post in Lyon](#)
- [U.S. Consulate Marseille](#)
- [U.S. Embassy in Paris](#)

TOP

▶ [Notable Local Hospitals](#)

TOP

▶ [Notable Local Clinics](#)

TOP

▶ [Notable Local Pharmacies](#)

TOP

▶ [Travel Resources](#)

TOP

General Country Info

Marshall W. Raffel, Ph.D.

The French health system allows for specialists to be seen without referral. [General Country Info »](#)

TOP

Vaccination & Health Risks

Your doctor can give you important advice and prescribe vaccines and medications to help you stay safe while traveling abroad. The following are vaccinations and medications you and your physician may wish to consider before travel to France. [Vaccination & Health Risks »](#)

TOP

Pharmacy Information

In France, what is known as a pharmacy in the United States is referred to as a "Pharmacie." [Pharmacy Information »](#)

Recommendations

Numbers correspond to those outlined in current state on pages 14-15.

13. How accordion element will look collapsed

Security profile search - www.geobluecompass.com/destination-profiles/security-profiles/security-profile-search.cfm

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GeoBlue

[Provider Search](#) | [Destination Profiles](#) | [Translation Tools](#) | [News & Safety](#)

Home | [Destination Profiles](#) | [Security Profiles](#)

Security Profile

Provided in partnership with Drum Cussac. Detailed country and city intelligence.

Country: AND/OR City:

Including security risks arising from:

- Criminal Activity
- Terrorism
- Instability
- Transportation
- Natural Disasters
- Disease

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Current State

WCAG issues

1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16. If we implement the tabbed navigation, we can remove this.
2. Form labels are orphaned and need to be associated with their corresponding form control elements. Form input structure needs to be `<label for="input id" class="hidden">name</label>` and set the input id `<input id="input name">`.
3. Buttons do not have a high enough contrast as explained in 1. Set the primary orange button background to #B15E16 and the secondary grey button background to #757575.

UX Recommendations

4. Add tabbed navigation for CityHealth Profiles and Security Profiles. By doing this, users can much more easily navigate and utilize these sections of the product.
5. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial.

Destination Profile

CityHealth Profile

Security Profile

Provided in partnership with Drum Cussac. Detailed country and city intelligence.

Country:

City:

----- AND/OR -----

RESET

SEARCH

Including security risks arising from:

- ▶ Criminal Activity
- ▶ Terrorism
- ▶ Instability
- ▶ Transportation
- ▶ Natural Disasters
- ▶ Disease

Recommendations

Numbers correspond to those outlined in current state on page 18.

Not shown

2. Code needed to change these to labels and associate with proper form elements

Destination Profile

[CityHealth Profile](#)

[Security Profile](#)

Paris, France

Rating: Moderate Risk

Paris is located in northern France, on the river Seine. The city, with a population of about 12 million, is famous for numerous attractions, including but not limited to the Eiffel Tower, the Louvre, the Champs-Elysees, and the Place de la Bastille. Paris has been an important settlement for over 2,000 years, and is one of the leading business and cultural centres of the world today. By law, French censuses do not ask questions regarding ethnicity or religion, and it is difficult to get exact numbers regarding demographics within the city. It is estimated that 37 percent of all immigrants in France live in and around Paris, with most coming from Africa and Asia. French is the most widely-spoken language in the city, though regional languages and dialects of immigrant populations are spoken in certain areas of the city. English is not widely spoken, but is more common in major business and metropolitan areas of the city.

Terrorism

The French security and intelligence services are competent at preventing terrorist violence. However, the 7-9 January and the 13 November 2015 attacks illustrated the increasingly complex threat posed by terrorist group to Paris.

Criminal Activity

Opportunistic crime is the primary threat to foreign nationals in Paris. Travellers should be extra vigilant in the Paris underground and RER lines, where thieves concentrate their efforts.

Conflict

There is no imminent threat of conflict.

Unrest

Austerity measures, divisive social reforms and local grievances have led to numerous protests in the capital. Outbreaks of violence are an indirect threat to the safety of travellers and causes disruptions to transport services.

Natural Disasters

Heat waves in Paris can result in dehydration and illnesses. During winter months rain and snowstorms periodically lead to localised disruptions.

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[BACK](#)

Risk Key:

NEGLIGIBLE ■ LOW ■ MODERATE ■ HIGH ■ EXTREME ■

Risk Rating ■■■■■■■■■■

[« Country Profile](#)

City Profiles

[CANNES](#)
[LYON](#)
[MARSEILLE](#)

[Download Report \(PDF\)](#)

[« Related News](#)

Recommendations

Numbers correspond to those outlined in current state on page 20.

Not shown

2. Code needed to set these are strong elements

Translation Tools - www.geobluecompass.com/translation-tools/

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GeoBlue 

[Provider Search](#) [Destination Profiles](#) [Translation Tools](#) [News & Safety](#)

Home | Translation Tools

Translation Tools

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Medicine Equivalents

Equivalent names of hundreds of brand name medications in 47 frequently visited countries and destinations.

[VIEW MEDICINE EQUIVALENTS](#)



Medical Terms

Medical Terms translated into the most widely spoken languages accompanied by audio clips and transliterations.

[VIEW MEDICAL TERMS](#)



Medical Phrases

Medical Phrases translated into the most widely spoken languages accompanied by audio clips and transliterations.

[VIEW MEDICAL PHRASES](#)

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Current State

WCAG issues

1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16.

UX Recommendations

2. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial.

3. Remove these elements. They do not increase functionality in any way. Instead, have tabs for the Medicine Equivalents, Medical Terms, and Medical Phrases pages. By doing this, users can much more easily navigate and utilize these sections of the product.



[Home](#) | [Translation Tools](#)

Translation Tools

Communicate successfully and navigate barriers to treatment with the help of our translations tools.

Medicine Equivalents | Medical Phrases | Medical Terms

Branded and generic pharmaceuticals are often sold under different names in different countries. Use this guide to find out what your medications are called in your travel destinations. The annually updated Medicine Equivalency Guide offers the equivalent names and availability for more than 490 medication compounds representing over 8,600 products in 47 frequently visited countries.

 **Destination Country**

 **Medication Name**

Recommendations

Numbers correspond to those outlined in current state on page 22.

Not shown

Medicine Equivalents - www.geobluecompass.com/translation-tools/medicine-equivalents/

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GeoBlue 

[Provider Search](#) | [Destination Profiles](#) | [Translation Tools](#) | [News & Safety](#)

Home | Translation Tools | Medicine Equivalents

Medicine Equivalents

Branded and generic pharmaceuticals are often sold under different names in different countries. Use this guide to find out what your medications are called in your travel destinations. The annually updated Medicine Equivalency Guide offers the equivalent names and availability for more than 490 medication compounds representing over 8,600 products in 47 frequently visited countries.

 **Destination Country**

 **Medication Name**

[SEARCH](#)

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Current State

WCAG issues

1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16. If we implement the tabbed navigation, we can remove this.
2. Form labels are orphaned and need to be associated with their corresponding form control elements. Form input structure needs to be `<label for="input id" class="hidden">name</label>` and set the input id `<input id="input name">`.
3. Alt text is redundant. Globe icon alt should be "country icon" and medicine icon should be "medication icon".
4. Layout tables are used here. Layout tables should not be used in HTML5, we should be utilizing the grid system instead.
5. Button does not have a high enough contrast as explained in 1. Set the primary orange button background to #B15E16

UX Recommendations

6. Add tabbed navigation for Medicine Equivalents, Medical Terms, and Medical Phrases. By doing this, users can much more easily navigate and utilize these sections of the product.
7. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial.

Translation Tools

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Medicine Equivalents

Medical Phrases

Medical Terms

Branded and generic pharmaceuticals are often sold under different names in different countries. Use this guide to find out what your medications are called in your travel destinations. The annually updated Medicine Equivalency Guide offers the equivalent names and availability for more than 490 medication compounds representing over 8,600 products in 47 frequently visited countries.

 **Destination Country**

 **Medication Name**

Recommendations

Numbers correspond to those outlined in current state on page 24.

Not shown

2. Code necessary to create labels
3. Alt text code
4. Code necessary to replace table layout with grid system

Medicine Translation Guide - www.geobluecompass.com/translation-tools/medicine-equivalents/medical-drug-translation.cfm

<div data-bbox="100 261 997 284" data-label="Page-Header"><p>Signed in as Demo Tester Sign Out</p></div> <div data-bbox="100 293 331 332" data-label="Image"></div> <div data-bbox="577 316 997 332" data-label="Page-Header"><p>Provider Search Destination Profiles Translation Tools News & Safety</p></div> <div data-bbox="100 358 525 375" data-label="Page-Header"><p>Home Translation Tools Medicine Equivalents ACETAMINOPHEN [PARACETAMOL] - Medicine Translation Guide</p></div> <div data-bbox="100 388 550 412" data-label="Section-Header"><h2>ACETAMINOPHEN [PARACETAMOL] - Medicine Translation Guide</h2></div> <div data-bbox="100 436 997 560" data-label="Table"><table border="1"><thead><tr><th data-bbox="100 436 451 456">Generic Name</th><th data-bbox="451 436 997 456">Brand Equivalents in France</th></tr></thead><tbody><tr><td data-bbox="100 483 451 503">ACETAMINOPHEN [PARACETAMOL]</td><td data-bbox="451 467 997 560">DOLIPRANE; Preparation: Suspension, 2.4% (120 mg/5 mL); Sachet (100, 150, 200, 300, 500, 1000 mg); Solution (100, 200 mg); Tablets (500, 1000 mg); Tablets, Dispersible (500 mg); Gel Caps or Capsules, Effervescent (500, 1000 mg); Suppositories (100, 150, 200, 300, 1000 mg) PANADOL; Preparation: Tablets (500 mg) PARALYOC; Preparation: Tablets (250, 500 mg)</td></tr></tbody></table></div> <div data-bbox="100 570 325 589" data-label="Section-Header"><h3>Important Notice Regarding Drug Equivalency</h3></div> <div data-bbox="100 599 997 652" data-label="Text"><p>Although the active ingredient(s) and the amount of each drug in each preparation have been verified, pharmaceutical preparations and their foreign-country equivalents may differ from one another in the inactive components used in the manufacturing process. This may lead to differences in the type of pharmaceutical preparation that is available (e.g., tablet vs. capsule), or in the size, shape, color, or surface markings of the preparation. Similarly, liquids may be flavored differently.</p></div> <div data-bbox="100 678 766 711" data-label="Page-Footer"><p>©2020 GeoBlue Compass. All Rights reserved. GeoBlue is a trade name of Worldwide Insurance Services, LLC, an independent licensee of the Blue Cross Blue Shield Association. About Terms Of Use Mobile Site Contact Privacy Policy California Privacy Rights EU GDPR Privacy Policy</p></div>	Generic Name	Brand Equivalents in France	ACETAMINOPHEN [PARACETAMOL]	DOLIPRANE; Preparation: Suspension, 2.4% (120 mg/5 mL); Sachet (100, 150, 200, 300, 500, 1000 mg); Solution (100, 200 mg); Tablets (500, 1000 mg); Tablets, Dispersible (500 mg); Gel Caps or Capsules, Effervescent (500, 1000 mg); Suppositories (100, 150, 200, 300, 1000 mg) PANADOL; Preparation: Tablets (500 mg) PARALYOC; Preparation: Tablets (250, 500 mg)	<div data-bbox="1096 261 1270 289" data-label="Section-Header"><h2>Current State</h2></div> <div data-bbox="1096 332 1270 360" data-label="Section-Header"><h3>WCAG issues</h3></div> <div data-bbox="1096 370 1963 576" data-label="List-Group"><ol style="list-style-type: none">1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16. If we implement the tabbed navigation, we can remove this.2. This is set as an h4. This skips heading levels and is only being used to create styling. Set as a strong element instead.</div> <div data-bbox="1096 618 1375 646" data-label="Section-Header"><h3>UX Recommendations</h3></div> <div data-bbox="1096 656 1963 933" data-label="List-Group"><ol style="list-style-type: none">3. Add tabbed navigation for Medicine Equivalents, Medical Terms, and Medical Phrases. By doing this, users can much more easily navigate and utilize these sections of the product.4. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial.5. Set padding top and padding bottom to 5px on TD elements. This makes it easier for the user to read the copy and makes it so that the data tables do not appear squished.</div>
Generic Name	Brand Equivalents in France				
ACETAMINOPHEN [PARACETAMOL]	DOLIPRANE; Preparation: Suspension, 2.4% (120 mg/5 mL); Sachet (100, 150, 200, 300, 500, 1000 mg); Solution (100, 200 mg); Tablets (500, 1000 mg); Tablets, Dispersible (500 mg); Gel Caps or Capsules, Effervescent (500, 1000 mg); Suppositories (100, 150, 200, 300, 1000 mg) PANADOL; Preparation: Tablets (500 mg) PARALYOC; Preparation: Tablets (250, 500 mg)				

Translation Tools

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Medicine Equivalents

Medical Phrases

Medical Terms

ACETAMINOPHEN [PARACETAMOL] - Medicine Translation Guide

Generic Name	Brand Equivalents in France
ACETAMINOPHEN [PARACETAMOL]	DOLIPRANE; Preparation: Suspension, 2.4% (120 mg/5 mL); Sachet (100, 150, 200, 300, 500, 1000 mg); Solution (100, 200 mg); Tablets (500, 1000 mg); Tablets, Dispersible (500 mg); Gel Caps or Capsules, Effervescent (500, 1000 mg); Suppositories (100, 150, 200, 300, 1000 mg)
	PANADOL; Preparation: Tablets (500 mg)
	PARALYOC; Preparation: Tablets (250, 500 mg)

Important Notice Regarding Drug Equivalency

Although the active ingredient(s) and the amount of each drug in each preparation have been verified, pharmaceutical preparations and their foreign-country equivalents may differ from one another in the inactive components used in the manufacturing process. This may lead to differences in the type of pharmaceutical preparation that is available (e.g., tablet vs. capsule), or in the size, shape, color, or surface markings of the preparation. Similarly, liquids may be flavored differently.

Recommendations

Numbers correspond to those outlined in current state on page 26.

Not shown

2. Code necessary to set as strong element

The screenshot shows the 'Medical Phrases' page on the GeoBlue website. At the top, there is a navigation bar with the GeoBlue logo on the left and links for 'Provider Search', 'Destination Profiles', 'Translation Tools' (which is highlighted), and 'News & Safety' on the right. Below the navigation bar, the page title 'Medical Phrases' is displayed. A descriptive paragraph states: 'Hundreds of key medical phrases like "I am allergic to penicillin", or "I need a pain pill" translated into the most widely spoken languages with audio clips and transliterations.' Below this text is a form with two dropdown menus labeled 'From' and 'To'. The 'From' dropdown is currently set to 'English'. At the bottom of the page, there is a footer containing copyright information and several links: 'About', 'Terms Of Use', 'Mobile Site', 'Contact', 'Privacy Policy', 'California Privacy Rights', and 'EU GDPR Privacy Policy'.

Current State

WCAG issues

1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16. If we implement the tabbed navigation, we can remove this.
2. Form labels are orphaned and need to be associated with their corresponding form control elements. Form input structure needs to be `<label for="input id" class="hidden">name</label>` and set the input id `<input id="input name">`.
3. Layout tables are used here. Layout tables should not be used in HTML5, we should be utilizing the grid system instead.

UX Recommendations

4. As outlined on pages 22-23 add tabbed navigation for Medicine Equivalents, Medical Terms, and Medical Phrases. By doing this, users can much more easily navigate and utilize these sections of the product.
5. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial.



Home | [Translation Tools](#)

Translation Tools

Communicate successfully and navigate barriers to treatment with the help of our translations tools.

[Medicine Equivalents](#) | [Medical Phrases](#) | [Medical Terms](#)

Hundreds of key medical phrases like "I am allergic to penicillin", or "I need a pain pill" translated into the most widely spoken languages with audio clips and transliterations.

From To

Recommendations

Numbers correspond to those outlined in current state on page 28.

Not shown

- 2. Code necessary to create labels
- 3. Code necessary to replace table layout with grid system

The screenshot shows the 'Medical Phrases' section of the GeoBlue website. At the top, there is a navigation bar with the GeoBlue logo and links for 'Provider Search', 'Destination Profiles', 'Translation Tools', and 'News & Safety'. Below the navigation bar, the page title 'Medical Phrases' is displayed. A sub-header reads: 'Hundreds of key medical phrases like "I am allergic to penicillin", or "I need a pain pill" translated into the most widely spoken languages with audio clips and transliterations.' The interface includes a language selection dropdown set to 'From English' and 'To French', a category dropdown set to 'All Phrases', and a search input field with a 'SEARCH' button. Below the search area, a table displays the results, showing English phrases on the left and their French equivalents on the right. The table has two columns: 'English Phrase' and 'French Phrase'. The results are as follows:

English Phrase	French Phrase
Can he have a shower?	Peut-il prendre une douche?
Can he have a walk?	Peut-il faire un tour?
Can he have the medicine?	Peut-il avoir le médicament ?
Can I have a shower?	Puis-je prendre une douche?
Can I have a walk?	Puis-je faire un tour?
Can I have the medicine?	Puis-je avoir le médicament?

At the bottom of the page, there is a footer with copyright information: '©2020 GeoBlue Compass. All Rights reserved. GeoBlue is a trade name of Worldwide Insurance Services, LLC, an independent licensee of the Blue Cross Blue Shield Association.' and several links: 'About', 'Terms Of Use', 'Mobile Site', 'Contact', 'Privacy Policy', 'California Privacy Rights', and 'EU GDPR Privacy Policy'.

Current State

WCAG issues

1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16. If we implement the tabbed navigation, we can remove this.
2. Form labels are orphaned and need to be associated with their corresponding form control elements. Form input structure needs to be `<label for="input id" class="hidden">name</label>` and set the input id `<input id="input name">`.
3. Layout tables are used here. Layout tables should not be used in HTML5, we should be utilizing the grid system instead.
4. Button does not have a high enough contrast as explained in 1. Set the primary orange button background to #B15E16

UX Recommendations

5. Add tabbed navigation for Medicine Equivalents, Medical Terms, and Medical Phrases. By doing this, users can much more easily navigate and utilize these sections of the product.
6. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial.

Translation Tools

Communicate successfully and navigate barriers to treatment with the help of our translations tools.

[Medicine Equivalents](#) | [Medical Phrases](#) | [Medical Terms](#)

Hundreds of key medical phrases like "I am allergic to penicillin", or "I need a pain pill" translated into the most widely spoken languages with audio clips and transliterations.

From To

Category

Search

1 - 100 of 694

English Phrase	French Phrase
Can he have a shower?	Peut-il prendre une douche? <input type="button" value="audio"/>
Can he have a walk?	Peut-il faire un tour? <input type="button" value="audio"/>
Can he have the medicine?	Peut-il avoir le médicament ? <input type="button" value="audio"/>

Recommendations

Numbers correspond to those outlined in current state on page 30.

Not shown

- 2. Code necessary to create labels
- 3. Code necessary to replace table layout with grid system

The screenshot shows the 'Medical Terms' page on the GeoBlue website. At the top, there is a navigation bar with the GeoBlue logo and links for 'Provider Search', 'Destination Profiles', 'Translation Tools', and 'News & Safety'. Below the navigation bar, the page title 'Medical Terms' is displayed. A sub-header reads: 'Hundreds of key medical terms like hay fever, bronchitis, or deductible translated into the most widely spoken languages with audio clips and transliterations.' Below this, there is a form with two dropdown menus labeled 'From' and 'To'. The 'From' dropdown is currently set to 'English'. At the bottom of the page, there is a footer with copyright information and links to 'About', 'Terms Of Use', 'Mobile Site', 'Contact', 'Privacy Policy', 'California Privacy Rights', and 'EU GDPR Privacy Policy'.

Current State

WCAG issues

1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16. If we implement the tabbed navigation, we can remove this.
2. Form labels are orphaned and need to be associated with their corresponding form control elements. Form input structure needs to be `<label for="input id" class="hidden">name</label>` and set the input id `<input id="input name">`.
3. Layout tables are used here. Layout tables should not be used in HTML5, we should be utilizing the grid system instead.

UX Recommendations

4. Add tabbed navigation for Medicine Equivalents, Medical Terms, and Medical Phrases. By doing this, users can much more easily navigate and utilize these sections of the product.
5. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial.



Home | [Translation Tools](#)

Translation Tools

Communicate successfully and navigate barriers to treatment with the help of our translations tools.

[Medicine Equivalents](#) | [Medical Phrases](#) | [Medical Terms](#)

Hundreds of key medical terms like hay fever, bronchitis, or deductible translated into the most widely spoken languages with audio clips and transliterations.

From To

Recommendations

Numbers correspond to those outlined in current state on page 32.

Not shown

2. Code necessary to create labels
3. Code necessary to replace table layout with grid system

The screenshot shows the 'Medical Terms' page on the GeoBlue website. At the top, there is a navigation bar with the GeoBlue logo and links for 'Provider Search', 'Destination Profiles', 'Translation Tools', and 'News & Safety'. Below the navigation bar, the page title is 'Medical Terms'. A sub-header reads: 'Hundreds of key medical terms like hay fever, bronchitis, or deductible translated into the most widely spoken languages with audio clips and transliterations.' The interface includes a language selection section with 'From' set to 'English' and 'To' set to 'French'. A search bar is present with a 'SEARCH' button. Below the search bar, a table displays the results, showing 'English Term' and 'French Term' columns. The table lists terms such as 'abdomen', 'aberrant', 'abnormal', 'abortion', 'abrasion', 'abrupt', 'abscess', and 'Accident & Emergency ward'. At the bottom of the page, there is a copyright notice: '©2020 GeoBlue Compass. All Rights reserved. GeoBlue is a trade name of Worldwide Insurance Services, LLC, an independent licensee of the Blue Cross Blue Shield Association.' and a footer with links for 'About', 'Terms Of Use', 'Mobile Site', 'Contact', 'Privacy Policy', 'California Privacy Rights', and 'EU GDPR Privacy Policy'.

English Term	French Term
abdomen	l'abdomen
aberrant	aberrant
abnormal	anormal
abortion	l'avortement
abrasion	l'écorchure
abrupt	brusque
abscess	l'abcès
Accident & Emergency ward	la salle des urgences

Current State

WCAG issues

1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16. If we implement the tabbed navigation, we can remove this.
2. Form labels are orphaned and need to be associated with their corresponding form control elements. Form input structure needs to be `<label for="input id" class="hidden">name</label>` and set the input id `<input id="input name">`.
3. Layout tables are used here. Layout tables should not be used in HTML5, we should be utilizing the grid system instead.
4. Button does not have a high enough contrast as explained in 1. Set the primary orange button background to #B15E16

UX Recommendations

5. Add tabbed navigation for Medicine Equivalents, Medical Terms, and Medical Phrases. By doing this, users can much more easily navigate and utilize these sections of the product.
6. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial.



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From To

Search

1 - 100 of 866 »

English Term	French Term
abdomen	l'abdomen <input type="button" value="audio"/>
aberrant	aberrant <input type="button" value="audio"/>
abnormal	anormal <input type="button" value="audio"/>
abortion	l'avortement <input type="button" value="audio"/>
abrasion	l'écorchure <input type="button" value="audio"/>

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Recommendations

Numbers correspond to those outlined in current state on page 34.

Not shown

- 2. Code necessary to create labels
- 3. Code necessary to replace table layout with grid system

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WCAG issues

1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16.

UX Recommendations

2. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial.

3. Remove these elements. They do not increase functionality in any way. Instead, have tabs for the News Alerts and Healthy Travel pages. By doing this, users can much more easily navigate and utilize these sections of the product.

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Healthy Travel

Search by Date: 

AND / OR

Country:  Selected Countries:

1 of 4 »

Date	Country
▼ 04/08/2020	
Authorities extend stay at home order until April 30	Trinidad and Tobago
Restrictions tightened in Puerto Rico as COVID-19 cases reach 399,900 nationwide April 7	United States
Authorities declare state of emergency as of April 5	St. Maarten
Nationwide lockdown extended through April 15	St. Martin
Quarantine extended in São Paulo through April 22	Brazil
Rival groups clash in Puerto Madryn (Chubut province) April 7	Argentina
Select neighborhoods in Santiago to be released from quarantine on April 13	Chile
Nationwide quarantine extended through April 19	El Salvador
Nationwide quarantine extended until May 7	El Salvador

▶ 04/07/2020
 ▶ 04/06/2020
 ▶ 04/05/2020
 ▶ 04/04/2020
 ▶ 04/03/2020
 ▶ 04/02/2020

Recommendations

Numbers correspond to those outlined in current state on page 36.

Not shown

News Alerts - www.geobluecompass.com/news-and-safety/news-alerts/newsalerts.cfm

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News Alerts

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Date	Country
04/17/2020	
Al-Aqsa mosque to remain closed during Ramadan April 16	Israel
Residents protest in Bogotá amid quarantine April 16	Colombia
Widespread heavy rains forecast April 17-21	Kenya
Three-week lockdown in Khartoum and Omdurman to take effect from April 18	Sudan

1 of 4

04/16/2020
04/15/2020
04/14/2020
04/13/2020
04/12/2020
04/11/2020

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2. Links are very low contrast, as outlined in issue 1. Set to hex value #B15E16.
3. Link to go to the next page of the results is small and low contrast. Use a standard navigation arrow for this element.
4. Empty table header. The <th> element helps associate table cells with the correct row/column headers. A <th> that contains no text may result in cells with missing or incorrect header information. The table should be three columns with 'date', 'article', and 'country' as the column headers.

UX Recommendations

5. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial.
6. Add tabbed navigation for the News Alerts and Healthy Travel pages. By doing this, users can much more easily navigate and utilize these sections of the product.
7. Remove Recent and Search tabs. This makes navigation more difficult. Instead have search functionality at top of page.

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News Alerts Healthy Travel

Search by Date:

AND / OR

Country:

Selected Countries:

1 of 4

Date	Article	Country
04/16/2020	Visa extensions announced for residents April 16	Kuwait
04/16/2020	Transport union schedules 24-hour nationwide strike April 16-17	Argentina
04/16/2020	Fatal bandit attack in Niger state on April 14-15	Nigeria
04/16/2020	6.0-magnitude earthquake hits north of Savannah Bight (Bay Islands department) April 16	Honduras

Recommendations

Numbers correspond to those outlined in current state on page 38.

Additions:

- Form labels are orphaned and need to be associated with their corresponding form control elements. Form input structure needs to be `<label for="input id" class="hidden">name</label>` and set the input id `<input id="input name">`.
- Button does not have a high enough contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set background to hex value #B15E16.

News Alert - article - www.geobluecompass.com/news-and-safety/news-alerts/newsalerts_article.cfm

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Al-Aqsa mosque to remain closed during Ramadan April 16

Category: Health and Medical

Severity: 2 (Low)

Source: Drum Cussac

04/17/2020 (Israel) - Event

On Thursday, April 16, religious authorities announced that the Al-Aqsa mosque compound in Jerusalem will remain closed during the month of Ramadan due to the ongoing coronavirus disease (COVID-19) pandemic. The decision was made based on religious fatwas and medical advice to prevent any further spread of COVID-19. Ramadan is expected to start on Thursday, April 23, and end on Friday, May 22.

From Sunday, April 12, to Wednesday, April 15, several Jerusalem neighborhoods located in "restricted zones" went into lockdown. Per the measures, residents of these neighborhoods were prohibited from leaving their zones, except for work, essential medical treatment, and other pre-approved reasons. The lockdown applied to the neighborhoods of Ramot, Ramat Shlomo, Neve Yaakov, Har Nof, Givat Shaul, Kiryat Moshe, Rehavia, Nahlaot, Makor Baruch, Romema, Ezrat Torah, Geula, Mea Shearim, Beit Israel, Musrara, Bayit Vegan, and Givat Mordechai. As of April 16, the government chose to extend the lockdown, and added Shmuel HaNavi to the list. Security personnel was deployed to enforce the regulations, and roadblocks were erected to close off the designated neighborhoods.

On Saturday, April 11, Prime Minister Benjamin Netanyahu announced that all flights into Israel will be suspended until the Home Front Command can be granted legal authority to transfer all arriving passengers to state-run hotels for a mandatory 14-day quarantine period. As of April 11, neither the police nor the military has the legal authority to compel passengers to move into quarantine-sanctioned hotels. According to Prime Minister Netanyahu, the suspension will remain in place until the situation is resolved.

As of Friday, April 3, a heightened security presence was reported in Bnei Brak (northeast of Tel Aviv) after the Israeli cabinet declared the area a "restricted zone" on Thursday, April 2. The measures were announced following estimates that up to 75,000 of Bnei Brak's residents may be infected with COVID-19. Dozens of checkpoints have been set up around the city, with reports of drones being deployed to further enforce restrictions on movement within the city as residents have been told to only leave their homes when essential. The lockdown in Bnei Brak has been eased, wherein vehicles may enter the neighborhood, though public transportation will not be permitted.

On Sunday, April 12, an order requiring all individuals to wear masks in public came into effect. As of Wednesday, March 25, residents have been ordered to remain in their homes unless undertaking vital activities, such as purchasing food and medicine or working in essential services. Citizens are also allowed to take a short walk but must remain within 100 m (328 ft) of their homes.

As of Friday, April 17, there have been 12,855 confirmed cases of COVID-19 in Israel, with 148 associated fatalities. Further international spread of the virus is to be expected over the near term.

Context

The first case of COVID-19 was reported on December 31 and the source of the outbreak has been linked to a wet market in Wuhan (Hubei province, China). Human-to-human and patient-to-medical staff transmission of the virus have been confirmed. Many of the associated fatalities have been due to pneumonia caused by the virus.

Cases of the virus have been confirmed in numerous countries and territories worldwide. Virus-screening and quarantining measures are being implemented at airports worldwide, as well as extensive travel restrictions. On March 11, the World Health Organization (WHO) declared the outbreak a pandemic.

Pneumonia symptoms include dry cough, chest pain, fever, and labored breathing. Pneumonia can be contagious and can be transmitted from human to human. The influenza virus, or the flu, is a common cause of viral pneumonia.

Measures adopted by local authorities evolve quickly and are usually effective immediately. Depending on the evolution of the outbreak in other countries, authorities are likely to modify, at very short notice, the list of countries whose travelers are subject to border control measures or entry restrictions upon their arrival to the territory in question. It is advised to postpone nonessential travel due to the risk that travelers may be refused entry or be subject to quarantine upon their arrival or during their stay.

To reduce the risk of COVID-19 transmission, travelers are advised to abide by the following measures:

- * Frequently clean hands by applying an alcohol-based hand rub or washing with soap and water.
- * When coughing and sneezing, cover mouth and nose with a flexed elbow or tissue; if used, throw the tissue away immediately and wash hands.
- * If experiencing a fever, cough, difficulty breathing, or any other symptoms suggestive of respiratory illness, including pneumonia, call emergency services before going to the doctor or hospital to prevent the potential spread of the virus.

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2. Cannot skip headers. Currently set as h3. Need this to be set as an h2.
3. Links are very low contrast, as outlined in issue 1. Set to hex value #B15E16.
3. Link to go to the next page of the results is small and low contrast. Use a standard navigation arrow for this element.
4. 2. Cannot skip headers. Currently set as h4. Need this to be set as an h3.

UX Recommendations

5. Remove recent and Search tabs. Add tabbed navigation for the News Alerts and Healthy Travel pages. By doing this, users can much more easily navigate and utilize these sections of the product.
6. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial.

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Al-Aqsa mosque to remain closed during Ramadan April 16

Category: Health and Medical

Severity: 2 (Low)

Source: Drum Cussac

04/17/2020 (Israel) - Event

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* If experiencing a fever, cough, difficulty breathing, or any other symptoms suggestive of respiratory illness, including pneumonia, call emergency services before going to the doctor or hospital to prevent the potential spread of the virus.

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Recommendations

Numbers correspond to those outlined in current state on page 40.

Not Shown:

2. Code needed to set header to h2
4. Code needed to set header to h3

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2. Cannot skip headers. Currently set as h3. Need this to be set as an h2.
3. Links are very low contrast, as outlined in issue 1. Set to hex value #B15E16.
4. Form control elements require labels, and the labels to be associated with them. We need to have something like `<label for="country" class="hidden">name</label>`.
5. 'More' links are redundant, going to the same place as the link in each section. These should be removed. Link text is also suspicious. Links need to clearly describe the destination or function of the link, and extraneous text, eg 'click here' or 'more', should be avoided. Use page title / name instead.

UX Recommendations

6. Add tabbed navigation for the News Alerts and Healthy Travel pages. By doing this, users can much more easily navigate and utilize these sections of the product.
7. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial.

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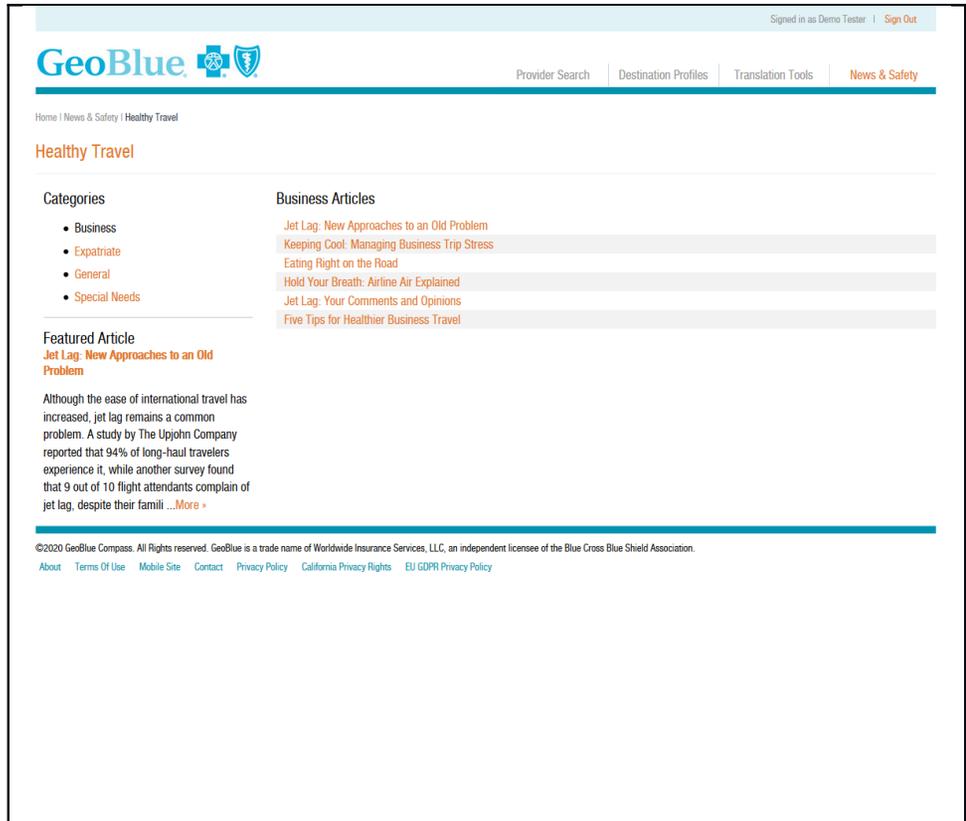
Recommendations

Numbers correspond to those outlined in current state on page 42.

Not Shown:

2. Code needed to set header to h2

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[Five Tips for Healthier Business Travel](#)

Recommendations

Numbers correspond to those outlined in current state on page 44.

Not Shown:

2. Code needed to set header to h2
4. CSS styling needed to replace h4



Jet Lag: New Approaches to an Old Problem

Frank Gillingham, MD

Although the ease of international travel has increased, jet lag remains a common problem. A study by The Upjohn Company reported that 94% of long-haul travelers experience it, while another survey found that 9 out of 10 flight attendants complain of jet lag, despite their familiarity with international travel. The symptoms are well known: fatigue, insomnia and poor concentration. Your performance can also be at risk. It is known, for example, that professional football teams have a worse record on the road when they cross multiple time zones compared with away games in their same time zone. Travelers often report that they're exhausted but can't sleep, truly one of life's most frustrating experiences. Jet Lag typically arises when you travel through three or more time zones. Complete recovery can take 3 to 7 days for westward travel, and 5 to 14 days after an eastward flight.

Our bodies have internal clocks (circadian rhythms) which control many functions, including the sleep-wake cycle. Ever notice how you wake up a couple of minutes before your alarm clock rings, or you wake up at your usual 6 am even on Saturday when you'd hoped to sleep in? That's your internal clock. The key to dealing with jet lag is to reset your internal clock, the same way you reset your watch when the pilot announces the local time.

Travelers with critically important meetings or events should arrive several days or more ahead of time to acclimate. Because eastbound flights are more difficult as the day is shortened, eastbound travelers should allow more recovery time. If possible, travelers should avoid "red eye" or night flights. On the night prior to any long haul flight, travelers should try to sleep as much as possible and attempt to arrive close to bedtime in the new destination.

While there is genuine progress being made in understanding our biological clocks and in devising methods of resetting them, there is no miracle cure for jet lag. Here's my take on the specific methods you might consider:

Light. Our internal clocks adjust based on daylight and many jet lag researchers believe the key to resetting the clock is to get out into the daylight. The best thing about this approach is that it can't hurt, and you'll get some exercise as well. Bear in mind that light must be bright to help you adjust. Standard indoor lighting is unlikely to make any difference. In addition, light helps more if you are exposed to it at a certain time of day. Travelers who fly east to west should seek sunlight in the late afternoon. Travelers who fly overnight from west to east should do so during the mid to late morning.

Diet. Long haul travelers often consume alcohol on flights in the belief that it will help them sleep. In fact alcohol prevents restorative REM sleep, and the traveler will wake up feeling tired. Alcohol in higher doses interrupts the circadian rhythm and interferes with acclimating to a new time zone. Alcohol also acts as a diuretic and in combination with the very dry air on airplanes can lead to dehydration which will intensify jet lag. (It is important to drink a large amount of water when flying).

A study, published in The Journal of Science in 2008, revealed that fasting up to 16 hours before flying can actually help to prevent jet lag. The study was done on lab rats and has not been directly linked to humans yet, but the explanation behind the findings makes sense: Usually, its light that triggers an internal clock that controls when we eat and sleep, but according to the study, a second clock, which is based on hunger, seems to override the first when the body senses that food is in short supply. So researchers believe we might be able to faster adjust to time zone changes by manipulating this second clock.

Medication. Ambien and Sonata are two relatively new, prescription sleeping pills that are popular for preventing and treating jet lag. Many travelers have also successfully used Benadryl and other over-the-counter antihistamines that cause drowsiness (Sudafed and other agents containing pseudoephedrine should be avoided). Medications work by helping flyers sleep, so they are particularly useful on west to east overnight flights. Of course the drawback is that these are real medications with real side effects and how you react might be different from the way other travelers react. Be careful with the dose, some travelers report trouble waking up the next morning and others fear that the medications might interfere with their ability to evacuate a plane during an emergency. Benzodiazepine (or valium-like) agents should be avoided as there have been cases in which travelers who have taken them, especially Halcion (generic name: triazolam), have arrived at their destinations confused and disoriented, suffering from short periods of amnesia. It's always a good idea to limit use of any agent to three days or so. It's also a good idea to talk to your doctor about these medications, particularly if you have a chronic health condition.

Melatonin. Melatonin is a naturally occurring hormone that is produced in the brain by the pineal gland and has been linked to the control of circadian rhythms. Melatonin is available as an over-the-counter dietary supplement in the U.S. and Singapore. Because dietary supplements are not regulated by the Food and Drug Administration (FDA), the composition of a pill labeled Melatonin may vary from manufacturer to manufacturer, even from batch to batch. In Canada, Australia and the EU, pharmacies dispense Melatonin only with a doctor's prescription because of concerns over uncontrolled self-prescribing, possible impurities and long term safety issues. While some studies published over the last ten years suggest that melatonin may treat jet lag, there is continued debate about the amount and timing of the dose. Some travelers report side effects, nausea and mild depression. My feeling is that more extensive research is needed to determine the value of melatonin as a jet lag remedy, and the agent itself needs to be manufactured in a more reliable manner.

Other treatments. Popular suggestions for combating jet lag include special diets, trips to the spa, massages, sensory deprivation flotation tanks, topical creams and acupuncture, among others. There are also a number of homeopathic remedies made from herbs and other ingredients.

My advice here is to use common sense. The evidence supporting the use of these methods and agents is thin to non-existent (i.e. studies are fairly small and the conclusions subject to additional research). You should be hesitant to actually ingest an unknown compound to treat jet lag which you know will eventually go away. Then again, if the treatment can't hurt (a massage, a spa trip), why not? You are likely to be less affected by jet lag if you do something to combat it, regardless of what you do. That's the placebo effect and it's a good thing to put to work for you.

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UX Recommendations

2. Add tabbed navigation for the News Alerts and Healthy Travel pages. By doing this, users can much more easily navigate and utilize these sections of the product.

3. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial.

News & Safety

GeoBlue Compass provides up-to-date news and information for world travelers to help ensure your health and security. Access important health and security alerts for a multitude of destinations worldwide.

News Alerts [Healthy Travel](#)

Jet Lag: New Approaches to an Old Problem

Frank Gillingham, MD

Although the ease of international travel has increased, jet lag remains a common problem. A study by The Upjohn Company reported that 94% of long-haul travelers experience it, while another survey found that 9 out of 10 flight attendants complain of jet lag, despite their familiarity with international travel. The symptoms are well known: fatigue, insomnia and poor concentration. Your performance can also be at risk. It is known, for example, that professional football teams have a worse record on the road when they cross multiple time zones compared with away games in their same time zone. Travelers often report that they're exhausted but can't sleep, truly one of life's most frustrating experiences. Jet Lag typically arises when you travel through three or more time zones. Complete recovery can take 3 to 7 days for westward travel, and 5 to 14 days after an eastward flight.

Our bodies have internal clocks (circadian rhythms) which control many functions, including the sleep-wake cycle. Ever notice how you wake up a couple of minutes before your alarm clock rings, or you wake up at your usual 6 am even on Saturday when you'd hoped to sleep in? That's your internal clock. The key to dealing with jet lag is to reset your internal clock, the same way you reset your watch when the pilot announces the local time.

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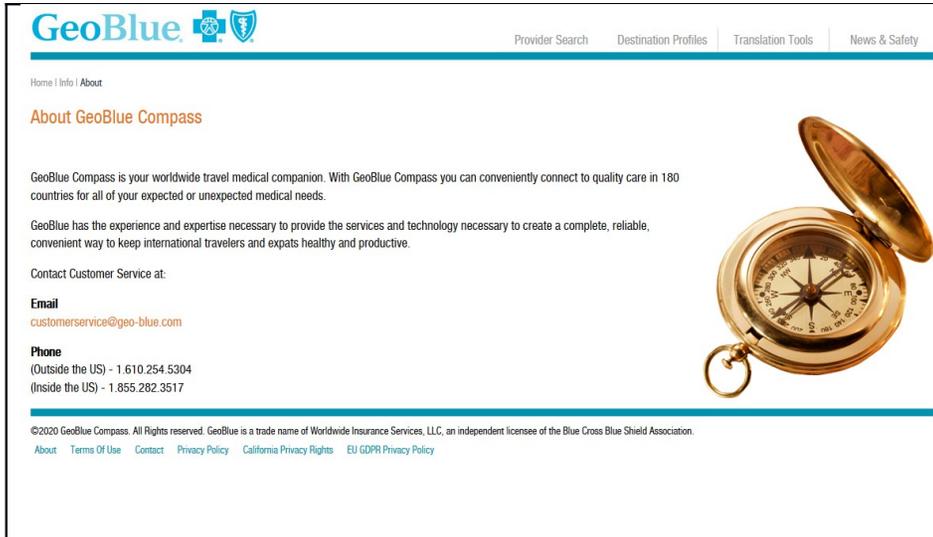
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Recommendations

Numbers correspond to those outlined in current state on page 46.

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2. Extraneous alt text. Do not use the word 'image' in alt text. Have this simply set to 'compass'.
3. Links are very low contrast, as outlined in issue 1. Set to hex value #B15E16.

UX Recommendations

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Not Shown

2. Alt text code

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SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES OR THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. ACCORDINGLY, SOME OF THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

WAIVER OF JURY TRIAL AND CLASS ACTIONS

BY ENTERING INTO THESE TERMS OF USE, YOU AND GEOBLUE ACKNOWLEDGE AND AGREE TO WAIVE CERTAIN RIGHTS TO LITIGATE DISPUTES IN COURT. TO RECEIVE A JURY TRIAL OR TO PARTICIPATE AS A PLAINTIFF OR AS A CLASS MEMBER IN ANY CLAIM ON A CLASS OR CONSOLIDATED BASIS OR IN A REPRESENTATIVE CAPACITY, YOU AND GEOBLUE BOTH AGREE THAT ANY ARBITRATION WILL BE CONDUCTED ON AN INDIVIDUAL BASIS AND NOT A CONSOLIDATED, CLASS-WISE OR REPRESENTATIVE BASIS AND THE ARBITRATION SHALL HAVE NO AUTHORITY TO PROCEED WITH AN ARBITRATION ON A CLASS OR REPRESENTATIVE BASIS. THE ARBITRATION MAY AWARD RELIEF IN FAVOR OF THE INDIVIDUAL PARTY SEEKING RELIEF AND ONLY TO THE EXTENT NECESSARY TO PROVIDE RELIEF WARRANTED BY THAT PARTY'S INDIVIDUAL CLAIM. IF FOR ANY REASON THE ARBITRATION CLAUSE SET FORTH IN THESE TERMS OF USE IS DEEMED UNENFORCEABLE OR INVALID, OR TO THE EXTENT THE ARBITRATION CLAUSE ALLOWS FOR LITIGATION OF DISPUTES IN COURT, YOU AND GEOBLUE BOTH WAIVE, TO THE FULLEST EXTENT ALLOWED BY LAW, ANY RIGHT TO PURSUE OR TO PARTICIPATE AS A PLAINTIFF OR AS A CLASS MEMBER IN ANY CLAIM ON A CLASS OR CONSOLIDATED BASIS OR IN A REPRESENTATIVE CAPACITY.

INDemnIFICATION

By accepting these Terms of Use, you agree to indemnify and otherwise hold harmless GeoBlue and its officers, employees, agents, subsidiaries, affiliates, licensees, suppliers and other partners from any direct, indirect, incidental, special, consequential or exemplary damages resulting from your use of this Website.

Without limitation of the terms and conditions set forth in our Privacy Policy, you understand and agree that GeoBlue may disclose personally identifiable information if required to do so by law or in the good faith belief that such disclosure is reasonably necessary to comply with legal process, enforce this Agreement, or protect the rights, property, or safety of GeoBlue and the public.

JURISDICTION

This Website (excluding linked sites) is controlled by GeoBlue from its offices in the State of Pennsylvania in the United States. By accessing this Website, you and GeoBlue agree that all matters relating to your access to, or use of, this Website shall be governed by the statutes and laws of the State of Pennsylvania, without regard to its conflicts of laws principles. You and GeoBlue also agree, and submit to the exclusive personal jurisdiction and venue of the courts of the State of Pennsylvania with respect to such matters. GeoBlue makes no representation that materials on this Website are appropriate or available for use in other locations, and accessing them from territories where their contents are illegal is prohibited. Those who choose to access this site from other locations do so on their own initiative, and are responsible for compliance with local laws.

NOTICES

GeoBlue may deliver notice to you under these Terms of Use by means of e-mail, a general notice posted on this Website, or by written communication delivered by first-class U.S. mail to the address that you have provided to GeoBlue. You may give notice to, or submit comments or questions to, GeoBlue at any time via e-mail or by letter delivered by first-class postage prepared U.S. mail or overnight courier to the following address:

Worldwide Insurance Services c/o Customer Service
933 First Avenue
King of Prussia, PA 19406

E-mail: customerservice@geo-blue.com

SURVIVAL

The provisions of these Terms of Use entitled "Limitation of Liability," "Disclaimer of Warranties," "Indemnification," "Jurisdiction" and "General Provisions" will survive the termination of this Agreement.

GENERAL PROVISIONS

Except as provided in a particular "Legal Notice" on this website, these Terms of Use, along with the GeoBlue Privacy Policy, constitute the entire agreement and understanding between you and GeoBlue with respect to use of this Website, superseding all prior or contemporaneous communications with GeoBlue. These Terms of Use are severable, and in the event any provision is determined to be invalid or unenforceable, such invalidity or unenforceability shall not in any way affect the validity or enforceability of the remaining provisions. A printed version of these Terms of Use shall be admissible in judicial or administrative proceedings based upon or relating to use of the Website to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form. The section titles of this Agreement are displayed for convenience only and have no legal effect. Nothing in this Agreement shall be deemed to confer any third-party rights or benefits.

Recommendations

Numbers correspond to those outlined in current state on page 50.

Not Shown

2. Code to set header to h2 element

GeoBlue

Provider Search | Destination Profiles | Translation Tools | News & Safety

Home | Info | Contact

Contact

For questions or inquiries you can reach Customer Service at:

Email
customerservice@geo-blue.com

When contacting Customer Service please identify yourself as a Compass member

To submit your question here, fill out the form below.

* Required Field

Name *

Email *

Phone

Subject *

Description *

Submit

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[About](#) [Terms Of Use](#) [Contact](#) [Privacy Policy](#) [California Privacy Rights](#) [EU GDPR Privacy Policy](#)

Current State

WCAG issues

1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16.
2. Cannot skip headers. Need this to be set as an h2.
3. Links are very low contrast, as outlined in issue 1. Set to hex value #B15E16.
4. Form labels are missing and need to be associated with their corresponding form control elements. Form input structure needs to be `<label for="input id" class="hidden">name</label>` and set the input id `<input id="input name">`.

UX Recommendations

5. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial. Add further contact information like we have on the GeoBlue corp contact page. This makes use of this large amount of empty white space, and gives users more options to contact necessary channels.
6. Make form column wider. Currently, the column is narrow, creating a lot of unused white space on the page. It is more useful to have a larger column, allowing more space for users to enter data.
7. Set all form fields to required other than phone, which is optional. This cuts down on form errors and helps ensure user completion.
8. Fade and disable the submit button until the form is properly filled out. This makes it so the user cannot submit the incomplete form creating errors. Submit button should also be capitalized as SUBMIT, keeping consistent with the buttons across the website.

Contact

For questions or inquiries you can reach Customer Service at:

Expats

Inside the US: +1 855.282.3517
Outside the US: +1 610.254.5304
customerservice@geo-blue.com

Travelers

Inside the US: 1.888.412.6403
Outside the US: +1.610.254.5830
customerservice@geo-blue.com

Country Specific Numbers (for both Expats and Travelers)

Argentina: 0800.266.5143	Japan: 0120.929.652
Australia: 1.800.542365	Kuwait: 2208.3700
Brazil: 0800.047.4197	Malaysia: 1.800.887.725
Canada: 1.844.392.8529	Philippines: 1800.1441.1146
Chile: 800.392.629	Singapore: 1.800.723.1299
China: 400.600.8015	South Korea: 08.0908.1051
Czech Republic: 800.050.345	Spain: 900.814.712
France: 0800.94.43.11	Thailand: 1.800.294.251
Germany: 0800.724.4277	UAE: 800.0444.6552
Hong Kong: +852.3017.4372	United Kingdom: 0800.917.2301
India: 000.800.050.4075	Vietnam (Viettel): 120.32.523
Israel: +972.3.721.9417	Vietnam (VNTP): 122.80.726
Italy: 800.979.408	

Corporate Address

GeoBlue
933 First Avenue
King of Prussia, PA 19406 USA

General Inquiries

1.855.682.7965
1.610.482.9953 (fax)
customerservice@geo-blue.com

To submit your question here, fill out the form below.

All fields required

SUBMIT

Recommendations

Numbers correspond to those outlined in current state on page 52.

Not Shown

- Code to set header to h2 element
- Code for form labels

Privacy Policy - www.geobluecompass.com/info/privacy-policy/



Home » [Privacy Policy](#)

Privacy Policy

Worldwide Insurance Services, LLC (Worldwide Services Insurance Agency, LLC in California and New York) trading as GeoBlue® ("GeoBlue") is committed to maintaining the privacy and security of your personal information. This Online Privacy Policy applies to personal information we may obtain from users of GeoBlue's websites (the "Sites") and describes how GeoBlue may collect, use, or share personal information about you, your choices about our use of your personal information, how we safeguard your personal information, and how you may contact us regarding GeoBlue's privacy practices. This Online Privacy Policy does not address personal information that you provide to us in other contexts.

By using our Sites, you signify your acceptance of this Online Privacy Policy and our collection, use, or sharing of your personal information as described in this Online Privacy Policy.

Personal Information We Collect

Information You Provide to Us. GeoBlue may collect information from you through your use of our Sites (for example, when creating an account, filing a claim, or using our contact form). This information may include personal information, which is information that can be used to identify you individually (for example, your name, physical address, telephone number, email address, payment information, insurance carrier, and healthcare provider).

GeoBlue is subject to federal healthcare privacy and security standards under the Health Insurance Portability and Accountability Act ("HIPAA"). GeoBlue will safeguard the privacy and security of your protected health information in accordance with all applicable HIPAA requirements. For more information, please see GeoBlue's HIPAA Notice of Privacy Practices on our website.

Automatically Collected Information. We use various tools and technologies, such as cookies and web server logs, to collect information automatically when you visit our Sites. This information may include IP addresses, device identifiers, referring URLs, time and length of visits, and pages viewed.

- **Cookies.** Cookies are small data files that a website transfers to a user's computer. Cookies may allow a website to recognize your device, record your user preferences, and track the pages you click on while visiting our Sites. GeoBlue uses cookies to improve your online experience when using our Sites. Many websites use cookies as a standard practice to provide useful features when a user visits the website, and most web browsers are set up to accept cookies by default. You can set your browser to refuse cookies, but some portions of our Sites may not work properly if you refuse cookies. Also, disabling cookies may disable opt-outs that use cookies to identify devices that have opted-out.

- **Web Beacons.** Some of our Sites' web pages may use web beacons in conjunction with cookies to compile aggregate statistics about Site usage. A web beacon is an electronic image also referred to as an "action tag," "single pixel," or "clear GIF." This is commonly used to track the patterns of users from one web page to another in order to measure web traffic flow and to analyze the effectiveness of websites. Some web beacons may be enabled if you elect to reject their associated cookies.

- **Web Server Logs.** An IP address is a number that automatically identifies the computer/machine you have used to access the Internet. The IP address enables our server to send you the web pages that you want to visit, and it may disclose the server owned by your Internet service provider. GeoBlue may use IP addresses to contact Site analytics and performance teams and to administer our Sites.

Some Internet browsers include the ability to transmit "Do Not Track" signals. Uniform standards for "Do Not Track" signals have not yet been adopted. Like many websites, GeoBlue's Sites do not process or respond to "Do Not Track" signals. To learn more about "Do Not Track" signals, visit www.aboutads.info.

Please note that we or third parties may collect personal information about your online activities over time and across different devices and online properties when you use our Sites.

How We Use Personal Information

GeoBlue may use your personal information collected through our Sites for various purposes, including:

- Communicating with you, including responding to your requests for information and other inquiries
- Improving our Sites and facilitating your user experience
- Monitoring our Sites and analyzing usage trends and user activities
- Processing your claims and other transactions
- Marketing our products and services
- Preventing, investigating, identifying, or taking other actions with regard to suspected or actual fraudulent or illegal activity or activities that violate our policies
- Complying with applicable laws, regulations, legal processes, industry standards, and our company policies
- For any other purpose with your consent

How We Share Personal Information

GeoBlue may share your personal information with our affiliates, business partners, and vendors that provide services on our behalf. These third parties are not meant to use personal information except for the purposes for which the personal information was provided.

- GeoBlue will not sell, rent, license, or trade your personal information to third parties for their own direct marketing use unless we receive your consent to do so.
- All information you provide to GeoBlue through our Sites, including medical information and other sensitive personal information, may be communicated by phone, fax, or email to a healthcare provider designated by you. This information may be shared whether or not you are ultimately seen by that healthcare provider.
- GeoBlue may share your personal information under confidentiality agreements with other vendors, such as a cloud hosting service or a document storage company. These vendors, which may include members of GeoBlue's corporate family, may use your personal information to assist GeoBlue in its operations. We may share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, or as otherwise required by law. We may provide your personal information, responses to subpoenas, search warrants, court orders, other legal processes, governmental regulations, or to establish or exercise our legal rights or defend against legal claims. We also may disclose personal information as necessary in response to activities that are unlawful or in violation of GeoBlue's terms and conditions applicable to our Sites, or to protect and defend our rights or property.
- In the event of a business transaction, including negotiations of such a transaction, (for example, the sale, reorganization, liquidation, assignment, merger, or other transfer of all or a portion of GeoBlue's business to another business entity) we may share your personal information obtained through our Sites.

Linked Websites

Our Sites may contain links to other websites that may offer information of interest to you. Unless indicated otherwise, this Online Privacy Policy does not apply to those websites, which may have their own privacy policies or notices that you should review to understand how they may collect, use, or share your personal information. GeoBlue is not responsible for the content or privacy practices of linked websites that it does not control.

Analytics and Marketing

We may use third-party technology to collect and use data in connection with interest-based advertising. These ad technology companies and advertisers may use, store, or access cookies, web beacons, and other storage technologies to collect or receive information from our Sites and elsewhere on the Internet and use that information to provide advertising services to us, including targeted interest-based advertisements delivered over time and across online services and devices.

We may use certain web analytics and marketing services to help us understand and analyze how visitors use the Sites and to serve ads on our behalf across the Internet. Through these analytics and marketing services, we may use first-party cookies or other first-party identifiers as well as third-party cookies or other third-party identifiers to create a profile of you, measure your interests, detect your demographics, detect your general location, personalize content and deliver advertisements based on your engagement online and with our Sites.

To find out more about how these analytics services manage the privacy of information in conjunction with delivering ads online and how to opt out of information collection by these networks, visit www.yieldlab.com and www.netresearchliving.org.

Please note that we do not control how other parties manage their opt-out processes.

Security

GeoBlue takes reasonable measures to protect personal information collected through the Sites from loss, theft, misuse, unauthorized access, disclosure, alteration, and destruction. For example, when registering as a GeoBlue member or when requesting, accepting, or renewing medical appointments, you will use the GeoBlue secure server. Through encryption, the personal information that users enter, including credit card numbers and social security numbers, cannot be read easily as the personal information travels over the Internet. Nevertheless, transmission via the Internet and online digital storage are not completely secure, so we cannot guarantee the security of your personal information collected through our Sites.

You are responsible for maintaining the confidentiality of your GeoBlue account password. Never share your GeoBlue password with anyone you do not want to access your account, and inform GeoBlue of any need to deactivate an account or password. If you have a security concern about your account, contact GeoBlue by email at privacy@geo-blue.com or by phone at +1 855-292-2617.

Your Choices

You have the opportunity to opt out of receiving communications from GeoBlue in various places on our Sites. You also may review and request changes to your personal information that GeoBlue has collected by emailing us at privacy@geo-blue.com. You also may mail your request to the following postal address:

Worldwide Insurance Services
c/o Customer Service
503 First Avenue
King of Prussia, PA 19405

Children's Privacy

GeoBlue's Sites are not directed to children, and GeoBlue does not knowingly collect personal information from children under the age of 13. If we learn that we have received personal information from a child under the age of 13 through our Sites, we will delete the information in accordance with applicable law.

California Residents

View [GeoBlue's California Privacy Rights Notice](#).

Information for Users Outside the United States

If you are visiting GeoBlue's Sites from outside the United States, please be aware that personal information we obtain about you may be processed in the United States or in other countries. By using our Sites, you acknowledge your personal information may be transferred to and processed in countries outside your own. Please be aware that the data protection laws and regulations that apply to your personal information in other countries may differ from the laws where you are located.

View [GeoBlue's European Data \(GDPR\) Privacy Notice](#).

Policy Updates

This Online Privacy Policy may be revised from time to time as we add new features and services, as laws change, and as industry privacy and security best practices evolve. We display an effective date on the policy in the upper right corner of this Online Privacy Policy so that it will be easier for you to know when there have been material changes. Your continued use of the Sites following the posting of changes to the Online Privacy Policy will mean that you accept those changes.

Questions?

If you have questions about this Online Privacy Policy or about GeoBlue's handling of your personal information, please contact us by email at privacy@geo-blue.com or by phone at +1 855-292-2617.

Current State

WCAG issues

1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16.
2. Cannot skip headers. Need this to be set as an h2 and all subsequent headers at this level set to h2.
3. Links are very low contrast, as outlined in issue 1. Set to hex value #B15E16.

UX Recommendations

4. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial. Add further contact information like we have on the GeoBlue corp contact page. This makes use of this large amount of empty white space, and gives users more options to contact necessary channels.

Privacy Policy

Worldwide Insurance Services, LLC (Worldwide Services Insurance Agency, LLC in California and New York) trading as GeoBlue® ("GeoBlue") is committed to maintaining the privacy and security of your personal information. This Online Privacy Policy applies to personal information we may obtain from users of GeoBlue's websites (the "Sites") and describes how GeoBlue may collect, use, or share personal information about our use of your personal information; how we safeguard your personal information; and how you can contact us regarding GeoBlue's privacy practices. This Online Privacy Policy does not address personal information that you provide to us in other contexts.

By using our Sites, you signify your acceptance of this Online Privacy Policy and our collection, use, or sharing of your personal information as described in this Online Privacy Policy.

Personal Information We Collect

Information You Provide to Us: GeoBlue may collect information from you through your use of our Sites (for example, when creating an account, filing a claim, or using our contact form). This information may include personal information, which is information that can be used to identify you individually (for example, your name, physical address, telephone number, email address, payment information, insurance carrier, and healthcare provider).

GeoBlue is subject to Robert Huddell's privacy and security standards under the Health Insurance Portability and Accountability Act ("HIPAA"). GeoBlue will safeguard the privacy and security of your protected health information in accordance with all applicable HIPAA requirements. For more information, please see GeoBlue's HIPAA Notice of Privacy Practices on our website.

Automatically Collected Information: We use various tools and technologies, such as cookies and web server logs, to collect information automatically when you visit our Sites. This information may include IP addresses, device identifiers, referring URLs, time and length of visits, and pages viewed.

- **Cookies** – Cookies are small data files that a website transfers to a user's computer. Cookies may allow a website to recognize your device, record your user preferences, and track the pages you click on while visiting our Sites. GeoBlue uses cookies to improve your online experience when using our Sites. Many websites use cookies as a standard practice to provide useful features when a user visits the website, and most web browsers are set up to accept cookies by default. You can set your browser to refuse cookies, but some portions of our Sites may not work properly if you refuse cookies. Also, disabling cookies may invalidate opt outs that use cookies to identify devices that have opted out.
- **Web Beacons** – Some of our Sites' web pages may use web beacons in conjunction with cookies to compile aggregate statistics about Site usage. A web beacon is an electronic image (also referred to as an "action tag," "single-pixel," or "clear GIF") that is commonly used to track the traffic patterns of users from one web page to another in order to maximize web traffic, flow and to analyze the effectiveness of websites. Some web beacons may be unusable if you elect to reject third-associated cookies.
- **Web Server Logs** – An IP address is a number that automatically identifies the computer/machine you have used to access the Internet. The IP address enables our server to send you the web pages that you want to visit, and it may disclose the server owned by your Internet service provider. GeoBlue may use IP addresses to contact Site analysts and performance and to administer our Sites.

Some Internet browsers include the ability to transmit "Do Not Track" signals. Uniform standards for "Do Not Track" signals have not yet been adopted. Like many websites, GeoBlue's Sites do not process or respond to "Do Not Track" signals. To learn more about "Do Not Track" signals, visit [www.aboutonlinetracking.com](#).

Please note that we or third parties may collect personal information about your online activities over time and across different devices and online properties when you use our Sites.

How We Use Personal Information

GeoBlue may use your personal information collected through our Sites for various purposes, including:

- Communicating with you, including responding to your requests for information and other inquiries
- Improving our Sites and facilitating your user experience
- Monitoring our Sites and analyzing usage trends and user activities
- Processing your claims and other transactions
- Marketing our products and services
- Preventing, investigating, identifying, or taking other actions with regard to suspected or actual fraudulent or illegal activity or activities that violate our policies
- Complying with applicable laws, regulations, legal processes, industry standards, and our company policies
- For any other purpose with your consent

How We Share Personal Information

GeoBlue may share your personal information with our affiliates, business partners, and vendors that provide services on our behalf. These third parties are not meant to use personal information except for the purpose(s) for which the personal information was provided.

- GeoBlue will not sell, rent, license, or trade your personal information to third parties for their own direct marketing use unless we receive your consent to do so.
- All information you provide to GeoBlue through our Sites, including medical information and other sensitive personal information, may be communicated by phone, fax, or email to a healthcare provider designated by you. This information may be shared whether or not you are an attorney or your health care provider.
- GeoBlue may share your personal information under confidentiality agreements with other vendors, such as a cloud hosting service or a document storage company. These vendors, which may include members of GeoBlue's corporate family, may use your personal information to assist GeoBlue in its operations. We may share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, or otherwise requiring legal law. We may provide your personal information in response to subpoenas, search warrants, court orders, other legal processes, governmental regulations, or to establish or exercise our legal rights or defend against legal claims. We also may disclose personal information as necessary in response to activities that are unlawful or in violation of GeoBlue's terms and conditions applicable to our Sites, or to protect and defend our rights or property.
- In the event of a business transaction, including negotiations of such a transaction, (for example, the sale, reorganization, liquidation, assignment, merger, or other transfer of all or a portion of GeoBlue's business to another business entity) we may share your personal information obtained through our Sites.

Linked Websites

Our Sites may contain links to other websites that may offer information of interest to you. Unless indicated otherwise, this Online Privacy Policy does not apply to those websites, which may have their own privacy policies or notices that you should review to understand how they may collect, use, or share your personal information. GeoBlue is not responsible for the content or privacy practices of linked websites that it does not control.

Analytics and Marketing

We may use third party technology to collect and use data in connection with interest-based advertising. These ad technology companies and advertisers may use, store, or access cookies, web beacons, and other storage technologies to collect or receive information from our Sites and elsewhere on the Internet and use that information to provide advertising services to us, including targeted interest-based advertisements delivered over time and across online services and devices.

We may use certain web analytics and marketing services to help us understand and analyze how visitors use the Site and to serve ads on our behalf across the Internet. Through these analytics and marketing services, we may use first-party cookies or other first-party identifiers as well as third-party cookies or other third-party identifiers to create a profile of you, measure your interests, detect your demographics, detect your general location, personalize content and deliver advertisements based on your engagement online and with our Sites.

To find out more about how these analytics services manage the privacy of information in conjunction with delivering ads online and how to opt out of information collection by these networks, visit [www.networksolutions.com](#) and [www.networksolutions.org](#).

Please note that we do not control how other parties manage their opt-out processes.

Security

GeoBlue takes reasonable measures to protect personal information collected through the Sites from loss, theft, misuse, unauthorized access, disclosure, alteration, and destruction. For example, when registering as a GeoBlue member or when requesting, accepting, or reviewing medical appointments, you will use the GeoBlue secure server. Through encryption, the personal information that users enter, including credit card numbers and social security numbers, cannot be read easily as the personal information travels over the Internet. Nevertheless, transmission via the Internet and online digital storage are not completely secure, so we cannot guarantee the security of your personal information collected through our Sites.

You are responsible for maintaining the confidentiality of your GeoBlue account password. Never share your GeoBlue password with anyone you do not want to access your account, and inform GeoBlue if any need to deactivate an account or password. If you have a security concern about your account, contact GeoBlue by email at privacy@go-blue.com or by phone at +1 (855) 282-3537.

Your Choices

You have the opportunity to opt out of receiving communications from GeoBlue in various places on our Sites. You also may review and request changes to your personal information that GeoBlue has collected by emailing us at privacy@go-blue.com. You also may mail your request to the following postal address:

Worldwide Insurance Services
c/o Customer Service
933 First Avenue
King of Prussia, PA 19406

Children's Privacy

GeoBlue's Sites are not directed to children, and GeoBlue does not knowingly collect personal information from children under the age of 13. If we learn that we have received personal information from a child under the age of 13 through our Sites, we will delete the information in accordance with applicable law.

California Residents

[View GeoBlue's California Privacy Rights Notice.](#)

Information for Users Outside the United States

If you are visiting GeoBlue's Sites from outside the United States, please be aware that personal information we obtain about you may be processed in the United States or in other countries. By using our Sites, you acknowledge your personal information may be transferred to and processed in countries outside your own. Please be aware that the data protection laws and regulations that apply to your personal information in other countries may differ from the laws where you are located.

[View GeoBlue's European Union GDPR Privacy Notice.](#)

Policy Updates

This Online Privacy Policy may be revised from time to time as we add new features and services, as laws change, and as industry privacy and security best practices evolve. We display an effective date on the policy in the upper right corner of this Online Privacy Policy so that it will be easier for you to know when there have been material changes. Your continued use of the Sites following the posting of changes to the Online Privacy Policy will mean that you accept those changes.

Questions?

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Recommendations

Numbers correspond to those outlined in current state on page 54.

Not Shown

2. Code to set header to h2 element

GeoBlue

Provider Search | Destination Profiles | Translation Tools | News & Safety

Home | Register

Registration

Setting the industry standard, GeoBlue Compass delivers global medical assistance putting the health, safety and convenience of world travelers first.

- Search providers for medical, dental, or mental health care and map them using GPS technology.
- Find a medication's availability, generic name, and local brand name.
- Translate medical terms and phrases for many symptoms and situations; use the audio feature to play the translation.

To access GeoBlue Compass's tools and services, please register below. All fields are required.

Group Access Code

First Name

Last Name

Email Address

dctester@geo-blue.com

Confirm Password

I agree with [Terms & Conditions](#)

REGISTER

©2020 GeoBlue Compass. All Rights reserved. GeoBlue is a trade name of Worldwide Insurance Services, LLC, an independent licensee of the Blue Cross Blue Shield Association.

[About](#) [Terms Of Use](#) [Contact](#) [Privacy Policy](#) [California Privacy Rights](#) [EU GDPR Privacy Policy](#)

Current State

WCAG issues

1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16.
2. This is not a real header. Set as a strong element instead.
3. Form labels are missing and need to be associated with their corresponding form control elements. Form input structure needs to be `<label for="input id" class="hidden">name</label>` and set the input id `<input id="input name">`.
4. Links are very low contrast, as outlined in issue 1. Set to hex value #B15E16.
5. Button is very low contrast, as outlined in issue 1. Set to background to hex value #B15E16.

UX Recommendations

6. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial. Add further contact information like we have on the GeoBlue corp contact page. This makes use of this large amount of empty white space, and gives users more options to contact necessary channels.

[Home](#) | [Register](#)

Registration

Setting the industry standard, GeoBlue Compass delivers global medical assistance putting the health, safety and convenience of world travelers first.

- Search providers for medical, dental, or mental health care and map them using GPS technology.
- Find a medication's availability, generic name, and local brand name.
- Translate medical terms and phrases for many symptoms and situations; use the audio feature to play the translation.

To access GeoBlue Compass's tools and services, please register below.

All fields are required.

Group Access Code

First Name

Last Name

Email Address

dctester@geo-blue.com

••••••

Confirm Password

I agree with [Terms & Conditions](#)

REGISTER

Recommendations

Numbers correspond to those outlined in current state on page 56.

Not Shown

2. Code to set header to strong element
3. Code for form labels

Password Reset - www.geobluecompass.com/account/password-reset/

GeoBlue 

Provider Search | Destination Profiles | Translation Tools | News & Safety

Home | Password Reset

Reset Password

Enter the email address you used when you first registered.

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Current State

WCAG issues

1. Cannot skip headers. Need this to be set as an h1. Also is very low contrast. Text needs to be at least 4.5:1 ratio to the background text to meet WCAG AAA compliance. Set to hex value #B15E16.
2. Form labels are missing and need to be associated with their corresponding form control elements. Form input structure needs to be `<label for="input id" class="hidden">name</label>` and set the input id `<input id="input name">`.
3. Button is very low contrast, as outlined in issue 1. Set to background to hex value #B15E16.

UX Recommendations

4. Copy text utilizes narrow fonts. Narrow fonts are difficult to read at lower sizes. Set the body text font-family to 'PT Sans', Helvetica, Arial. Add further contact information like we have on the GeoBlue corp contact page. This makes use of this large amount of empty white space, and gives users more options to contact necessary channels.

[Home](#) | [Password Reset](#)

Reset Password

Enter the email address you used when you first registered.

NEXT

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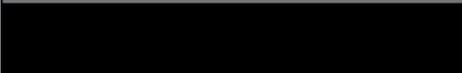
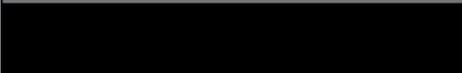
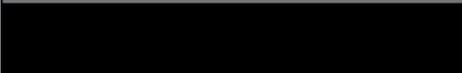
Recommendations

Numbers correspond to those outlined in current state on page 58.

Not Shown2. Code for form labels

Style Guide

Color palette

Main palette	WCAG palette changes												
<table border="1"><tr><td></td><td>D06F1A Primary button. Links. H1 elements</td></tr><tr><td></td><td>0098ae Secondary button. News feed links H2-H3 elements</td></tr><tr><td></td><td>757575 Menu links</td></tr><tr><td></td><td>000000 Copy text</td></tr></table>		D06F1A Primary button. Links. H1 elements		0098ae Secondary button. News feed links H2-H3 elements		757575 Menu links		000000 Copy text	<table border="1"><tr><td></td><td>B15E16 Primary button. Links. H1 elements</td></tr><tr><td></td><td>008094 Secondary button. News feed links H2-H3 elements</td></tr></table> <p>May also be necessary to set anchor elements to text-decoration: underline.</p> <p>Some users have impairments that make it difficult to view content with a low contrast ratio between the foreground and background. If marketing wishes to retain the current branding and color scheme, we can implement an alternative style and allow the users to switch between the main style and the WCAG high contrast style. We can place this style switcher in the header content area above the menu.</p> <p> Access for visually impaired <input type="checkbox"/> OFF</p>		B15E16 Primary button. Links. H1 elements		008094 Secondary button. News feed links H2-H3 elements
	D06F1A Primary button. Links. H1 elements												
	0098ae Secondary button. News feed links H2-H3 elements												
	757575 Menu links												
	000000 Copy text												
	B15E16 Primary button. Links. H1 elements												
	008094 Secondary button. News feed links H2-H3 elements												

Font family

h1, h2, h3, h4	'HelveticaNeueCondensed', 'Arial Narrow'
Copy text, paragraphs, lists, etc	'PT Sans', Helvetica, Arial

Font sizes

body text	16px
Paragraph, lists	1em
H1	2.0em
H2	1.5em
H3	1.25em
H4	1.1em

Further Requirements

Site Map

It will be necessary for us to add a site map. The intent of this Success Criterion is to make it possible for users to locate content in a manner that best meets their needs. Users may find one technique easier or more comprehensible to use than another.

Specific Benefits of Success Criterion 2.4.5:

- Providing an opportunity to navigate sites in more than one manner can help people find information faster. Users with visual impairments may find it easier to navigate to the correct part of the site by using a search, rather than scrolling through a large navigation bar using a screen magnifier or screen reader. A person with cognitive disabilities may prefer a table of contents or site map that provides an overview of the site rather than reading and traversing through several Web pages. Some users may prefer to explore the site in a sequential manner, moving from Web page to Web page in order to best understand the concepts and layout.
- Individuals with cognitive limitations may find it easier to use search features than to use a hierarchical navigation scheme that be difficult to understand.

Further reading for Success Criterion 2.4.5 - <https://www.w3.org/TR/UNDERSTANDING-WCAG20/navigation-mechanisms-mult-loc.html>

Documentation on how to implement - <https://www.w3.org/TR/2016/NOTE-WCAG20-TECHS-20161007/G63>

Form Labels

We use a number of forms on the current GeoBlue Compass site. On each of these, we are either missing form labels, or the current form labels are orphaned, meaning they are not associated with their form control element. The proper way to set up form labels and form control is as follows:

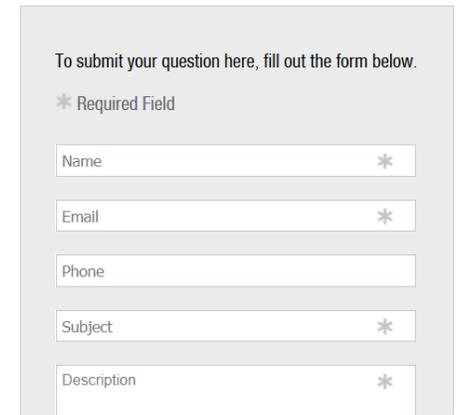
```
<form>
  <label for="input-id">name</label>
  <input type="input-type" id="input-id">

  <label for="input-id-2">name 2</label>
  <input type="input-type" id="input-id-2">
</form>
```

The for attribute on the label element and the id attribute on the input element MUST be exactly the same.

In cases where we do not have the labels visibly present, we need to add the “hidden” class to the label. The hidden class will have the attributes:

```
.hidden{
  position: absolute;
  left: 0;
  top: -500px;
  width: 1px;
  height: 1px;
  overflow: hidden;
}
```



To submit your question here, fill out the form below.

* Required Field

Name *

Email *

Phone

Subject *

Description *

Alt text

Alt text is an important component of web accessibility for several reasons.

- It is read by screen readers in place of images allowing the content and function of the image to be accessible to those with visual or certain cognitive disabilities.
- It is displayed in place of the image in browsers if the image file is not loaded or when the user has chosen not to view images.
- It provides a semantic meaning and description to images which can be read by search engines or be used to later determine the content of the image from page context alone.

Alt text is difficult to implement. Determining appropriate alternative text is primarily up to personal interpretation. However, it is best to avoid things like “image” or “picture” within alt text descriptions.

Every image must have an `alt` attribute. This is a requirement of HTML standard (with perhaps a few exceptions in HTML5). Images without an `alt` attribute are likely inaccessible. In some cases, images may be given an empty or null `alt` attribute (e.g., `alt=""`).

<https://webaim.org/techniques/alttext/>

Headers

Proper semantic structure needs to be followed. We should not be using headers to achieve visual results, eg using h4 to make something bold. Headings also must go in order, h1, h2, h3 and so forth. Only one h1 element can be present on each page, however multiple h2-h6 elements can. Headings structure hierarchy would be something like:

Header1

Header2

Header2

Header3

Further reading - <https://webaim.org/techniques/semanticstructure/>

ARIA

ARIA is difficult to implement and is not fully supported by all browsers and readers. However, ARIA is a necessary component for dynamic controls such as toggles, tabs, etc.

<https://www.w3.org/TR/wai-aria-practices-1.1/>

<https://www.w3.org/WAI/tips/developing/#provide-meaning-for-non-standard-interactive-elements>