

Accessibility Statement

TeleDirectMD

Effective October 31, 2026.

1. Our commitment

TeleDirectMD wants every patient, including people with disabilities, to be able to learn about our services, book a visit, complete our forms and see our physician. This statement covers our website, our legal documents, our booking and intake process, our patient portal and our video visits. It applies to all of the practices that operate under the TeleDirectMD name: Parth Bhavsar Medical Corporation (California), Parth Bhavsar Medicine PLLC (New York), TeleDirectMD, PLLC (Texas) and Mahavir Health Services LLC (all other states we serve and Washington, D.C.), each owned and controlled by Parth Bhavsar, MD.

2. The standard we work toward

We design our own pages to meet the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, published by the World Wide Web Consortium (W3C). Our work is guided by:

- the **Americans with Disabilities Act (ADA)**, which prohibits disability discrimination by health care providers;
- **Section 504 of the Rehabilitation Act**, which applies to health care providers that receive federal financial assistance; and
- **Section 1557 of the Affordable Care Act**, which prohibits discrimination in health programs and activities that receive federal financial assistance.

3. What we do

We work to provide text descriptions for meaningful images, enough color contrast, a logical heading structure, labeled form fields, keyboard access to every control, and captions for our videos. We fix problems we find, starting with those that block booking or reading our policies.

4. Our documents

Our legal documents, such as our consent forms and policies, are published as PDF files. If you cannot read one of them with your screen reader or other assistive technology, call or email us. We will send it to you in another format, such as large print or an accessible electronic file, or read it with you by phone, at no cost.

5. Tools provided by other companies

Parts of our booking, intake, payment and patient portal pages are provided by other companies. We choose tools with accessibility in mind and report problems to them, but we cannot fix their code ourselves. If anything blocks you, call or email us and we will book your visit and complete forms with you by phone, at no extra cost.

6. Help with your visit

- **Booking and forms:** we can book your visit and go through your intake forms with you by phone.
- **Interpreters:** we can arrange interpreter services at no cost, including sign language and spoken-language interpreters.
- **Support person:** you may have a support person with you during your video visit.
- **Other changes you need:** tell us what would help, and we will make reasonable changes to how we do things so you can get care.

Tell us what you need when you book, or call (678) 956-1855 at any time. Our Nondiscrimination Notice and Language Assistance page explains your rights and how to file a grievance.

7. Feedback and contact

If something on our website or in our documents does not work for you, or you have a suggestion, contact us:

TeleDirectMD Accessibility 113 S Perry St, Ste 206 #5077, Lawrenceville, GA 30046 Phone: (678) 956-1855 Email: contact@teledirectmd.com

We aim to respond to accessibility feedback within 2 business days. If a barrier stops you from booking or getting care, we will help you by phone right away while we work on a fix.

8. Our ongoing work

Accessibility is ongoing work. We review our pages when we change them and when people tell us about problems, and we update this statement when our practices change. This statement takes effect on the publication date shown at the top of the published version.