



## Multi-Language Access to Verifiable Records

Executive Office of Innovation and Technology

# Center for Data Modernization and Informatics

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# Verified Sharing of Immunization Records

Individuals request their record on  
WAVerify.org

WA State DOH is one issuer recognized by the  
SMART Health Card verifier application.



# A Vision for More Equitable Access

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## **Accessibility**

External experts worked with a cohort of individuals for testing. Our technical team adopted recommended changes.



## **Future Accessibility Work**

A printed option of the WA Verify digital record for those with impaired access to the internet.

# Development Work Streams

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## Technical Team

- Business Administration
- Informatics
- Information Technology



## Evaluation Team

- University of Washington community engagement surveys



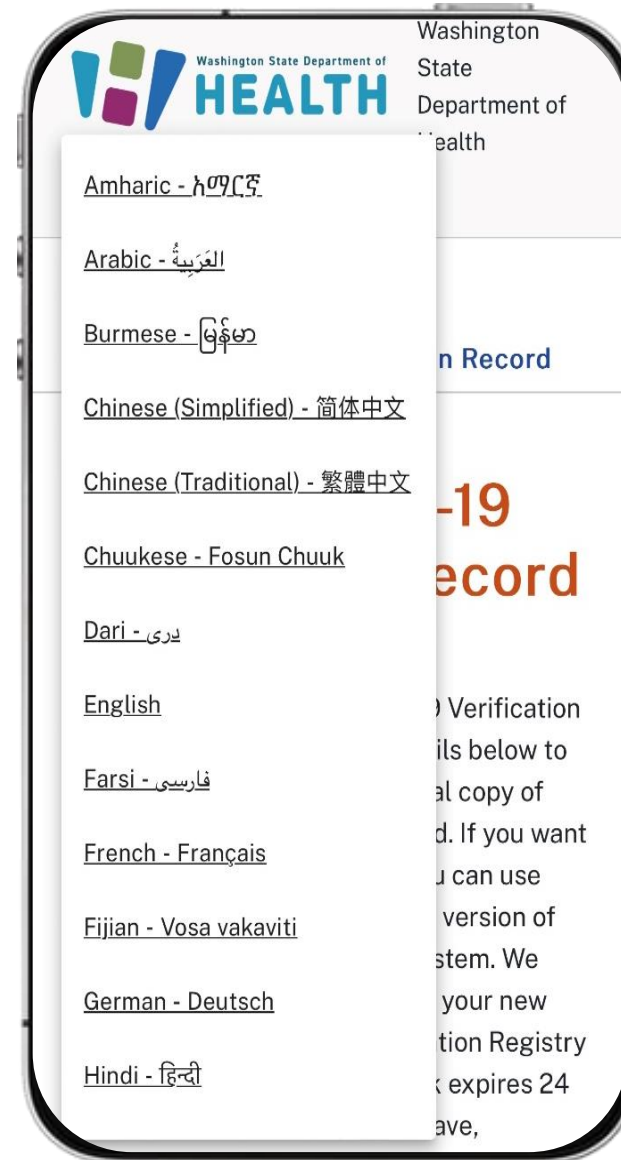
## Partnerships

- Our virtual door is open!

# Multi-Language Accessibility

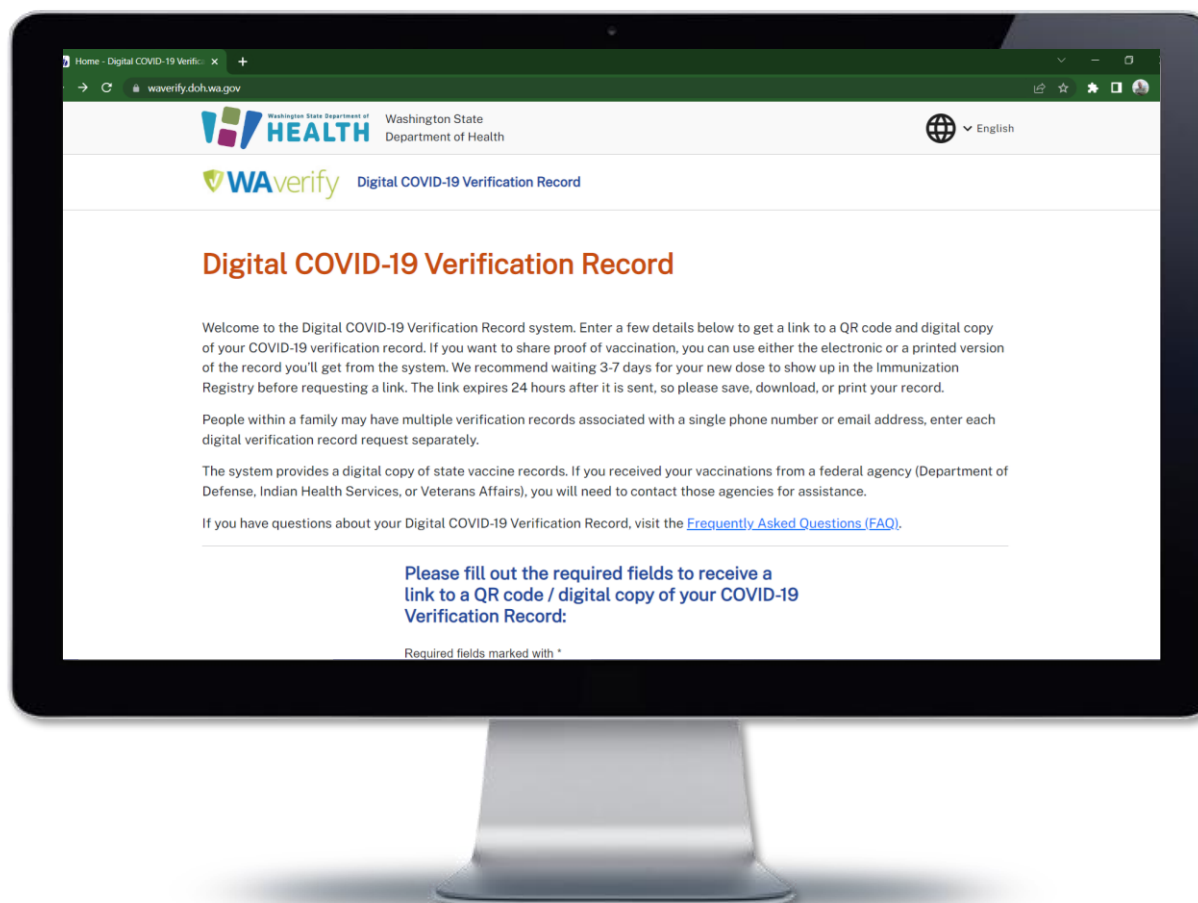
WA Verify content offers over 42 languages – the most of any Verifiable Clinical Information (VCI) issuer.

Each update to the system requires tedious implementation workflow specific to each language individually.



# Translated Content

- **Welcome page description**
- Record form request fields, notes, and error messages
- Request received description
- Notification prompts for accessing requested record
- Record information (name, DOB, vaccine information)
- Frequently Asked Questions





# Translated Content

- Welcome page description
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Home - Digital COVID-19 Verific... x +  
→ ↻ waverify.doh.wa.gov

Please fill out the required fields to receive a link to a QR code / digital copy of your COVID-19 Verification Record:

Required fields marked with \*

First name \*  
Please enter your First Name

Last name \*  
Please enter your Last Name

Date of birth \*  
Month Day Year

Provide a mobile phone or email that may be associated with your vaccine record. If you do not get a match using your mobile phone, try again using your email address.

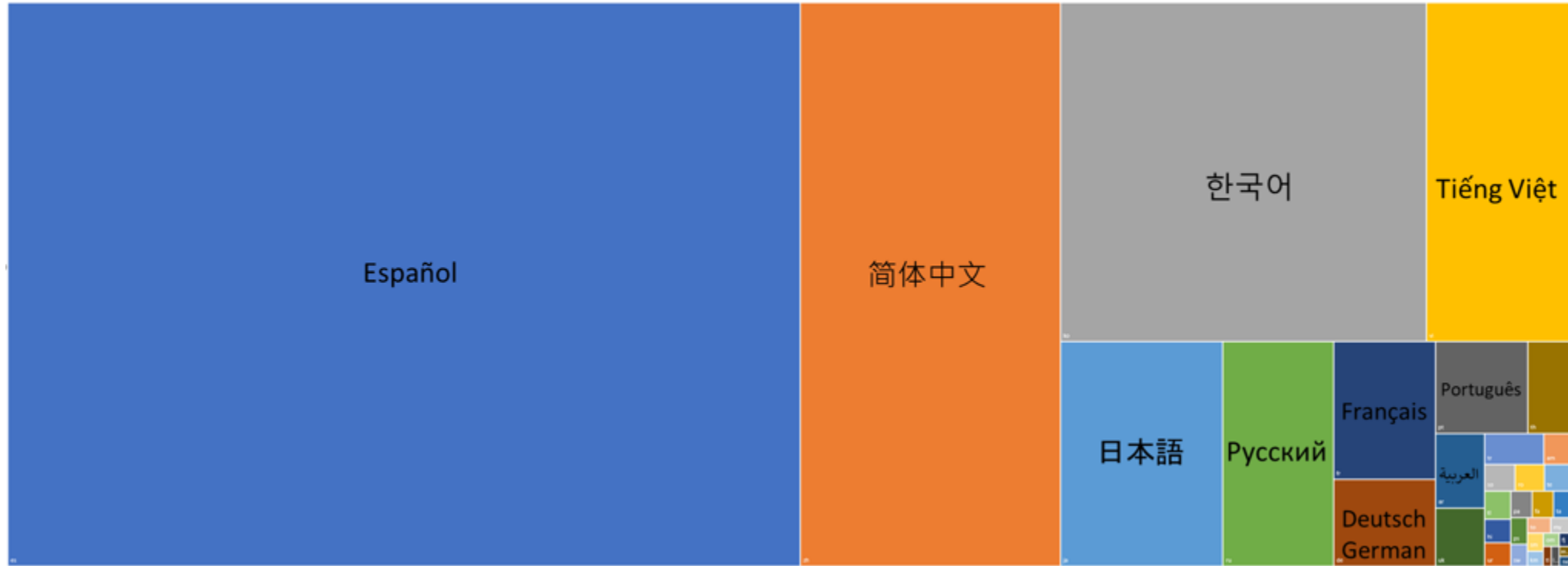
☒ Mobile Phone ☐ Email

Mobile Phone \*  
Please enter Mobile Phone in valid format

Create a 4-digit PIN number. You'll receive a link to enter the PIN number and access your digital vaccine record. \*



# WA Verify Engagements by Language



## Next Steps for Multi-Language Accessibility

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- Partner with other issuers to leverage translated content.
- Discover technical performance enhancements for more effectively implementing changes in several languages at once.
- Consider adding more languages to consumer facing immunization resources such as guidance.



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