



RevSpring

Health System Roundtable

April 15, 2026

Q2 Kyruus Health Roadmap

Search → Platform → Growth (Listings) → Scheduling → Data

Search & UX	Provider Platform	Listings & Reputation	Scheduling	Kyruus Connect	Data, API & Integrations
Card UI Refresh & Banners	Guide	Listings UI	EHR Integration	Clinical Keyword Management	CredentialStream
Modular Components	Profiles	Yelp / ChatGPT	Insurance OCR		Bulk Provider & Location APIs
AI Interpreter	Scalable Architecture	Review Generation	Smart Matching		Grounding Layer
Knowledge Graph		Reserve w/ Google			
AI Mode		AI Overviews			
		Health Score			
● Kelly Vernon	● Kelly Vernon	● Emma Ervin	● Corey Schwarzkopf	● Love Katoch	● Pat Rockwell · Marie Shea

Our shifting search

How It Works: the best of AI and the safety of deterministic rules.

Step 1: The Patient Input



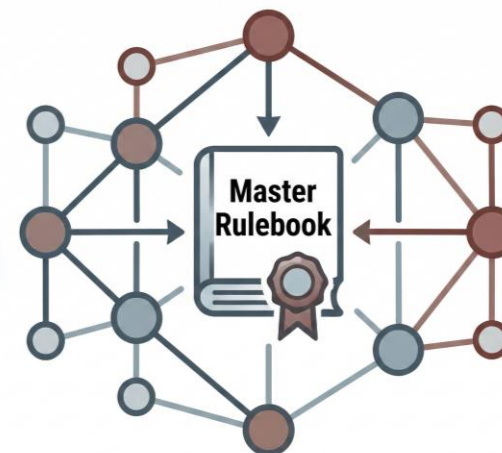
Step 2: The AI Interpreter



What it does: Uses NLP to act as the smart receptionist.

The Action: Instantly recognizes "Dr. Smith" is a name, and mathematically maps "bad tummy ache" to the official concept: *Abdominal Pain*. No synonym tables required.

Step 3: The Knowledge Graph



What it does: Enforces clinical and business truth. AI is not allowed to guess.

The Action: Takes *Abdominal Pain* and applies hardcoded routing rules -> *Gastroenterology*. Takes Dr. Smith and checks their directory edges -> *Specialist in Gastroenterology*.

Our shifting search

Using modern AI to handle human language and taxonomy to become a lean, strict rulebook for patient routing.

Drastically reduces maintenance overhead

Messy typo/misspelling tables now handled by sub-word tokenization and embeddings



Hierarchical Traversal + Smart Ranking

Intelligently interpret patient queries and maps them to the correct clinical terms, even without an exact keyword match.



High-Fidelity Entity Extraction

Named Entity Recognition (NER) extracts and categorizes search terms from the user's query to apply the appropriate filters



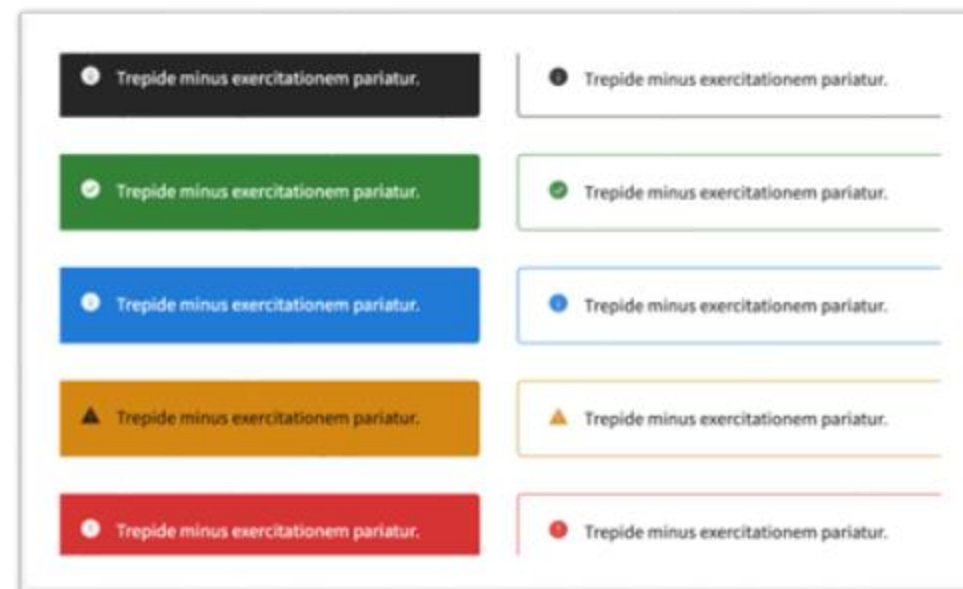
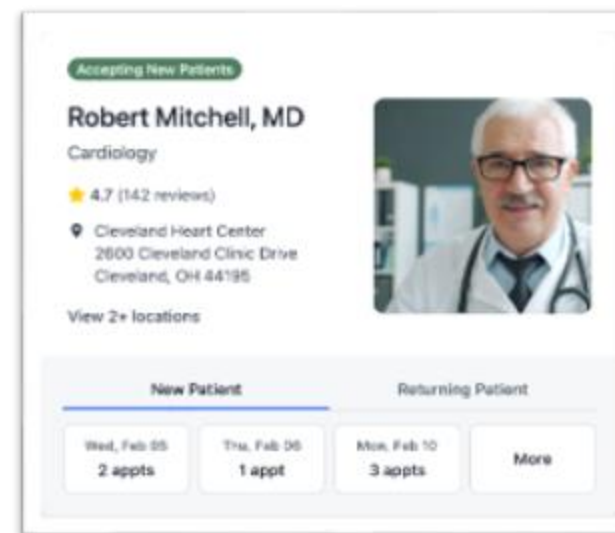
Future-proof scalability

As new AI models emerge next year, we can simply swap them into the "interpreter" layer without having to rewrite our core clinical logic and provider directories



Continuing the directory UI transformation

- **Cleaner search results** – Minimalist cards to achieve "speed-to-schedule". Patients see only the information needed to schedule an appointment
- **Compare and book** – Allow patients to "window shop" more providers simultaneously, making the choice feel easier and faster.
- **Modern, Streamlined Alerts** – Comprehensive refresh of all alert components across Search and Schedule
- **Scalable** – Refreshed look and feel will extend to profile pages and scheduling as modernized Search efforts continue



Find a Doctor

Dark Mode

Search by doctor name, specialty, or condition...

Filters

Showing 12 doctors

Accepting New PatientsVideo Visit

Shane K. Rodriguez, MD

Internal Medicine

★ 4.6 (95 reviews)

Cardiology Assoc.
777 Star Lane
Cleveland, OH 44106

View 3+ locations

New Patient

Returning Patient

Tue, Feb 04
1 appt

Wed, Feb 05
3 appts

Thu, Feb 06
2 appts

More

Accepting New PatientsVideo Visit

Lora A. Diamante, MD

Internal Medicine

★ 4.8 (95 reviews)

Cardiology Assoc.
777 Star Lane
Cleveland, OH 44106

View 3+ locations

Schedule • Available within 1 day

Accepting New PatientsVideo Visit

Michael DiMare, MD

Headache Medicine

★ 4.6 (95 reviews)

777 Star Lane
Suite 105
Cleveland, OH 44106

View 3+ locations

New Patient

Returning Patient

Mon, Feb 03
2 appts

Tue, Feb 04
1 appt

Thu, Feb 06
4 appts

More

Accepting New PatientsVideo Visit

Sarah Chen, MD

Family Medicine

★ 4.9 (128 reviews)

University Medical Center
1500 Euclid Avenue
Cleveland, OH 44115

View 5+ locations

Schedule • Available within 2 days

Accepting New Patients

Robert Mitchell, MD

Cardiology

★ 4.7 (142 reviews)

Cleveland Heart Center
2600 Cleveland Clinic Drive
Cleveland, OH 44195

View 2+ locations

New Patient

Returning Patient

Wed, Feb 05
2 appts

Thu, Feb 06
1 appt

Mon, Feb 10
3 appts

More

Accepting New PatientsVideo Visit

Emily Thompson, MD

Pediatrics

★ 4.8 (86 reviews)

Children's Health Clinic
900 Prospect Avenue
Cleveland, OH 44115

View 4+ locations

Schedule • Available within 3 days

Accepting New PatientsVideo Visit

Maria Rodriguez, MD

Dermatology

★ 4.7 (103 reviews)

Skin Health Center
1200 West 8th Street
Cleveland, OH 44113

View 6+ locations

New Patient

Returning Patient

Tue, Feb 04
3 appts

Wed, Feb 05
2 appts

Thu, Feb 06
4 appts

More

Accepting New PatientsVideo Visit

William Turner, MD

Neurology

★ 4.8 (112 reviews)

Brain & Spine Institute
9500 Euclid Avenue
Cleveland, OH 44195

View 4+ locations

Schedule • Available within 5 days

Search for a condition, specialty or provider name

Near

City & State or Zip

PLEASE READ BEFORE COMING TO A DOCTOR'S OFFICE.
If you have a fever, respiratory symptoms or concerns about coronavirus exposure, please do not visit your providers office, but instead call 1-888-888-8888.
Find more COVID-19 information from Broadway Health System

All Filters Distance Age Groups Seen Book Online Virtual Care TEST Insurance Accepted Accepting New Patients Map

170 providers found

Best Match | Availability | A-Z | Z-A

Show Available Appointments

Turn on to see available appointment times across providers.

- Elevated design on search input fields
- Modernized banner alerts, outlined with rounded corners
- Hierarchical change with alerts moved below search filters

+ BROADWAYHEALTH Find a Doctor Find a Location Find Specialties Patient Resources COVID Vaccine Colored Background

Search for a condition, specialty or provider name

Near

City & State or Zip

All Filters Distance Age Groups Seen Book Online Virtual Care TEST Insurance Accepted Accepting New Patients Map

Please Read Before Coming to a Doctor's Office.
If you have a fever, respiratory symptoms or concerns about coronavirus exposure, please do not visit your providers office, but instead call 1-888-888-8888. [Find more COVID-19 information from Broadway Health System](#)

View Available Appointment Times

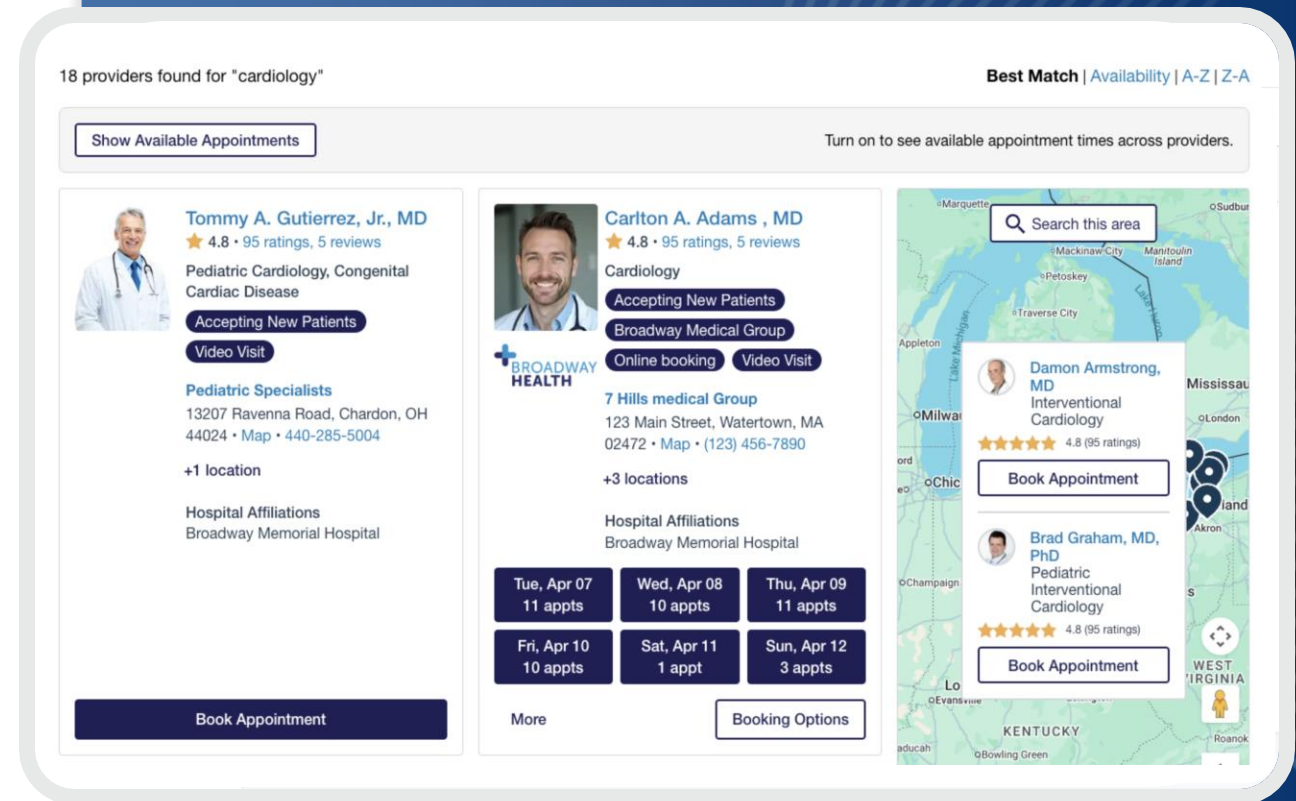
Select Appointment Type

170 providers found

Sort by: Best Match

Enhanced map view feature updates

- **Enhanced Map Interactivity:** Introduce mini-cards and a dynamic "Search this area" feature for real-time results
- **Standardization:** Execute a "version true-up" to ensure all health systems with map view enabled are utilizing our newest, most effective map functionality. This upgraded map will show all locations, not just MLOCs.
- **Migration & Adoption:** Boost health system adoption for upgraded map UI features



Modular scheduling for fast, seamless booking

- **Seamless Patient Continuity:** Allow health systems to embed our scheduling flow into their own website for a smooth patient user experience
- **Increased Speed to Schedule:** Utilize Kyruus' robust scheduling to book appointments immediately, straight from the client's website
- **Contextual Booking:** Open appointment slots on relevant content pages for faster, frictionless booking
- **Administrative Ease:** Independent clinics or partner groups can embed the health system's scheduling widget on their own internal portals to quickly book follow-ups for patients.

PH

Schedule Appointment

Patient Type

New ☒ Established

Visit Method

In Person ☒ Virtual

Appointment Type

New Problem

Location

All locations

Upperline Health - Franklin
125 Memorial Drive Suite 400
Franklin, Kentucky 42134

Thu, Apr 17 5 appts	Fri, Apr 18 7 appts	Mon, Apr 21 4 appts
Wed, Apr 23 9 appts	Thu, Apr 24 11 appts	Fri, Apr 25 13 appts

[View All Appointments](#)

Upperline Health - Bowling Green
1850 Western St
Bowling Green, Kentucky 42104

Thu, Apr 17 2 appts	Fri, Apr 18 5 appts	Mon, Apr 21 7 appts
Wed, Apr 23 10 appts	Thu, Apr 24 8 appts	Fri, Apr 25 12 appts

[View All Appointments](#)

Need help scheduling? Call 555-475-1364

Guide for providers branded profile pages

- **Integrated Profile Pages:** Provider and location profile pages that adopt the same modern look and feel as the Guide for Providers product
- **Powered by Kyruus Search APIs:** Utilize golden record provider and location data
- **Fully Configurable:** Customize brand colors and data points to match the greater Guide for Providers search experience

The screenshot displays a web interface for a provider profile. At the top, the Broadway Healthcare logo is on the left, and navigation links for 'Services', 'Patient Portal', and 'En Español' are on the right. Below this, a secondary navigation bar includes 'Find a Doctor', 'Find a Location', 'All Services', and 'Patients & Visitors' with a search icon. The main content area features a 'Back to results' link. The profile for Barry Durham, MD, is shown, including a photo, his name, specialty (Internal Medicine), a 4.9-star rating from 39 reviews, and a status of 'Accepting New Patients'. A 'Schedule Appointment' button is prominent. To the right, the location 'Broadway Health - Downtown Medical Center' is listed with its address, phone, fax, and a 'Get Directions' link. Below the profile, an 'About Barry Durham, MD' section provides a detailed biography. At the bottom, a 'Schedule an Appointment' form asks if the user has seen the doctor in the last 3 years (with 'Yes' and 'No' buttons) and what type of appointment they want to schedule (with a dropdown menu).

"Guide AI" Search for Guide for Providers

- **Modern, patient-focused Search:** transforms search from "filter-and-click" to a personalized concierge experience
- **Diverse Results:** display recommended provider results, locations and relevant content across the entire health system's website such as helpful resources, news and events
- **Faster Booking:** patient access to available providers, open timeslots and immediate booking options

Recommended Providers

These providers match your needs and have upcoming availability

When connected to your EHR, provider matching incorporates real-time availability, insurance network status, and geographic proximity via the Kyruus Connect API.



★ Top Match

Tamika Jackson, MD
Orthopedics

★★★★★ 4.9 (127)

3.4 miles

Fri 4/17
8:00 AM

Sun 4/19
11:00 AM

Sat 4/18
9:00 AM

Online scheduling for select visit types

See All Openings



Michael Patel, MD
Orthopedics

★★★★★ 5 (143)

2.8 miles

Thu 4/16
10:15 AM

Fri 4/17
9:20 AM

Sat 4/18
2:30 PM

Online scheduling for select visit types

See All Openings



Find a Doctor

Find a Location

Services

Patients & Visitors

Patient Portal

En Español

AI Mode

All

Providers

Locations

Services

News

Events

Blog

General Info

I need a knee surgeon who accepts Premera and can see me this week

AI Recommendation

Broadway Healthcare has orthopedic surgeons who accept Premera Blue Cross with availability this week. **Michael Patel, MD** is available Monday 3/23 at 11:00 AM, specializing in sports medicine and joint replacement. **Tamika Jackson, MD** offers hip and knee replacement with minimally invasive surgery techniques. **Ryan O'Sullivan, MD** focuses on spine surgery but may also handle knee conditions.

For urgent knee concerns requiring same-day evaluation, **Broadway Urgent Care** locations can provide initial assessment, X-rays, and referrals to orthopedic specialists. Most knee surgery consultations require a referral from your primary care provider.

Online scheduling is available for select providers and visit types. For other scheduling needs, call (555) 555-1000.

Ask another question...

Ask AI

WCAG 2.1 Compliance: Your Search Experience

DEADLINE

May 11, 2026

Federal mandate requires all health systems to be conformant by May 11, 2026

RevSpring's Commitment

- Rigorous internal testing on standard site builds to ensure WCAG 2.1 conformance.
- VPAT assessment underway – fine-tuning our platform to ensure a great experience for every user.
- Long-standing commitment to WCAG guidelines as our design & development North Star.

Your Responsibility

*Customizations made during implementation
– brand colors, themes, and contrast choices
– can impact your site's final accessibility rating.*

Action Items

- Audit custom branding, colors, and contrast choices.
- Update ARIA labels if button language was customized.
- Test using free tools: Wave or SiteImprove.

Next Steps

April 24, 2026

Submit a support ticket if your audit reveals needed adjustments to styling or labels.

April 15 – Roundtable

Demo how to check your site for common WCAG errors.

Questions?

Reach out to your Customer Success Manager with any immediate questions.

Listings UI

Manage all listings in a single location.

- Simplify listings management by utilizing a single UI for easy viewing, tracking and updating
- View high level metrics to determine listings that need attention or special handling
- Filter the list to view the most relevant listings to you

KYRUUS HEALTH

Apps / Listings management

Listings management

Overview Listings Data field mappings

All filters Publisher Listing type Practice group Specialty

Needs attention: 423

- Missing required fields: 450
- Needs verification: 200
- Data mismatch: 58
- Duplicate listing found: 39
- User-suggested change: 32

4,361 managed listings

Live: 3,794 **Pending: 250** **Listings health score: 71/100 Good**

Providers: 842 (156 Not enabled for listings)

Locations: 189 (23 Not enabled for listings)

Marked "Permanently closed": 95

KYRUUS HEALTH

Apps / Listings management

Listings management

Overview Listings Data field mappings

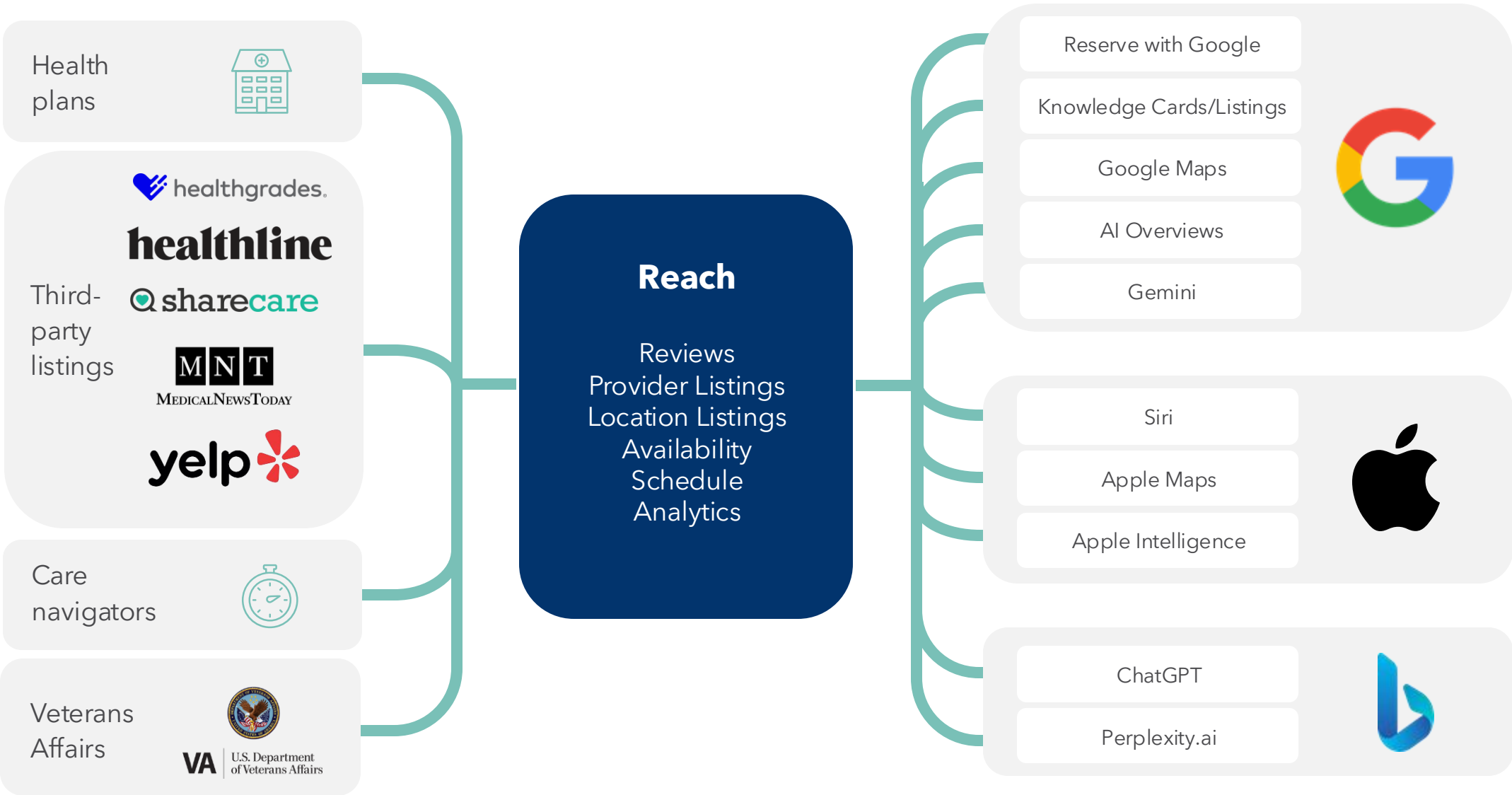
All filters Publisher Listing type Status Needs attention

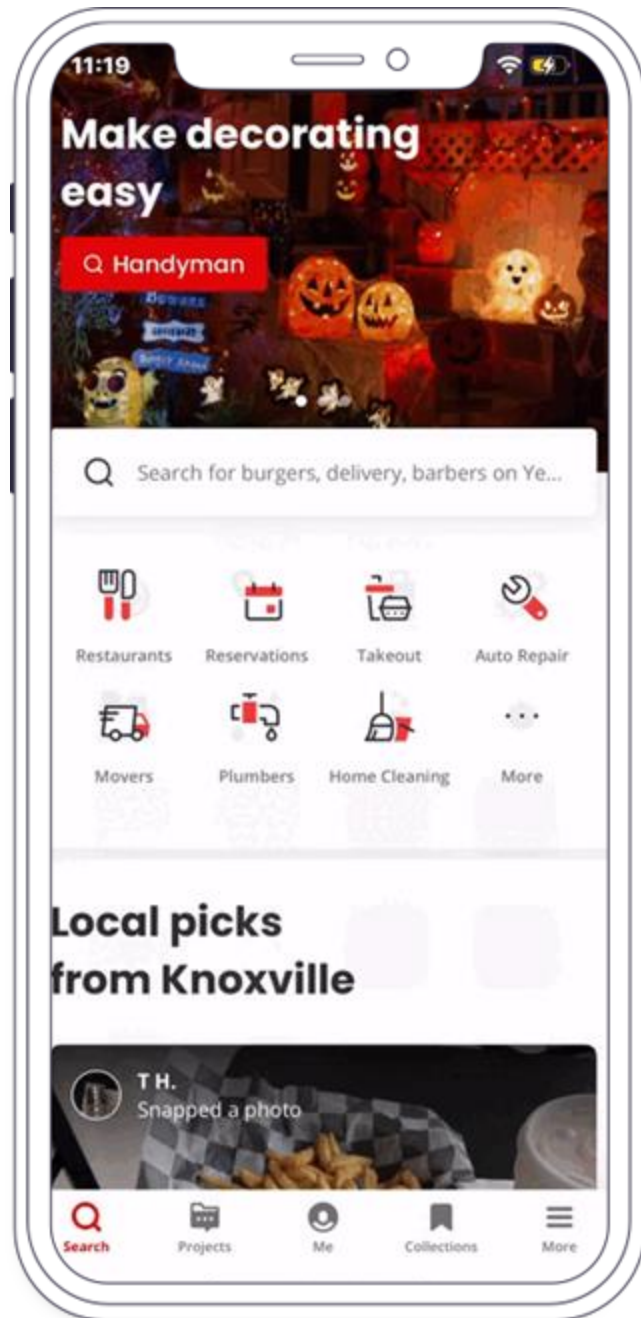
Search [] Group by: Profile

Publisher	Location	Status	Needs attention	Operating status	Address	City
Amanda Scott, M.D. (13) 3 live 8 pending 2 with errors						
Amanda Taylor, M.D. (4) 1 live 1 pending 2 with errors 1 needs attention						
Google Business Profile	Broadway Hospital	Error	—	Open	2315 Broadway	New York
Bing Places for Business	Broadway Hospital	Live	—	Open	2315 Broadway	New York
Apple Business Connect	Broadway Hospital	Error	Needs verification	Open	2315 Broadway	New York
Healthgrades	1 location	In verification	—	Open	—	—
Andrew Chen, D.O. (4) 2 live 2 pending 1 needs attention						
Angela Torres, D.O. (4) 1 live 2 pending 1 with errors						
Arthur Flores, D.O. (4) 1 live 2 pending 1 with errors						
Barbara Evans, M.D. (4) 0 live 3 pending 1 with errors 1 needs attention						
Betty Cook, M.D. (4) 0 live 3 pending 1 with errors 1 needs attention						
Brian Foster, M.D. (4)						

Lee Garkusha
Kyruus Boston Office

Listings you can trust, straight from the source



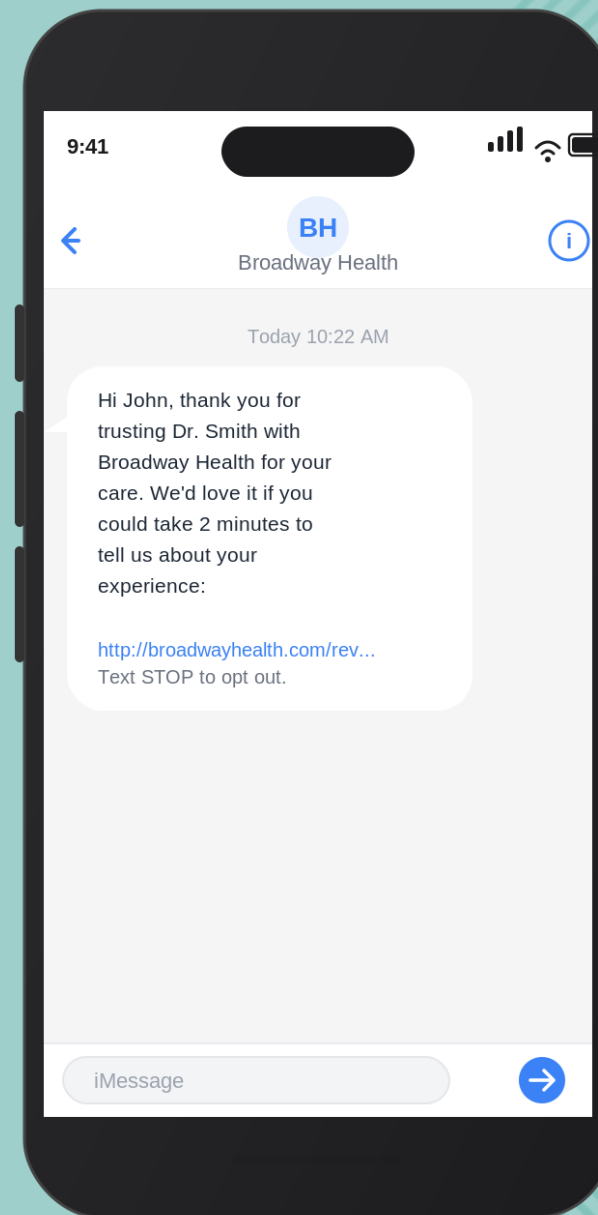


Gain visibility on Yelp and ChatGPT

- Yelp offers **over 60 categories** in the Health & Medical parent category.
- **Strategic partnership with OpenAI/ChatGPT**, 330M reviews and photos integrated and pulling into search results directly from Yelp.

Review Generation

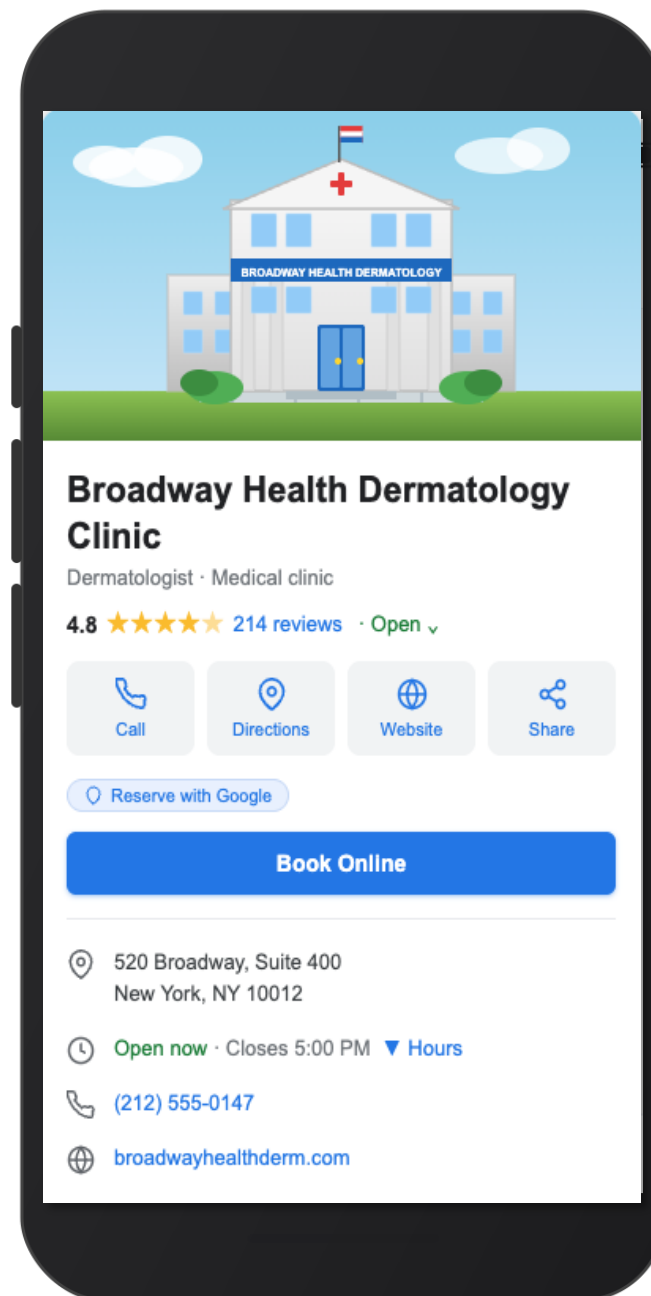
- **Capture feedback at the right moment:**
Automated post-visit text messages reach patients while the experience is still fresh, generating timely first-party insight you can act on.
- **Turn satisfied patients into public advocates:**
High ratings automatically prompt patients to post on Google or Healthgrades for the provider or location, amplifying visibility right where future patients are searching.



Reserve with Google

Expanding to Include Locations (Beta)

- **Capture location-based searchers, not just provider searches:** Many patients search for "clinic near me" or a specific practice name rather than an individual doctor. Extending Reserve with Google to locations ensures those patients see a "Book Online" button too, so no appointment opportunity is lost based on how someone searches.
- **Strengthen the location's online presence:** The blue "Book Online" button signals to prospective patients that the practice is active, accessible, and tech-forward – a competitive differentiator on a crowded search results page.



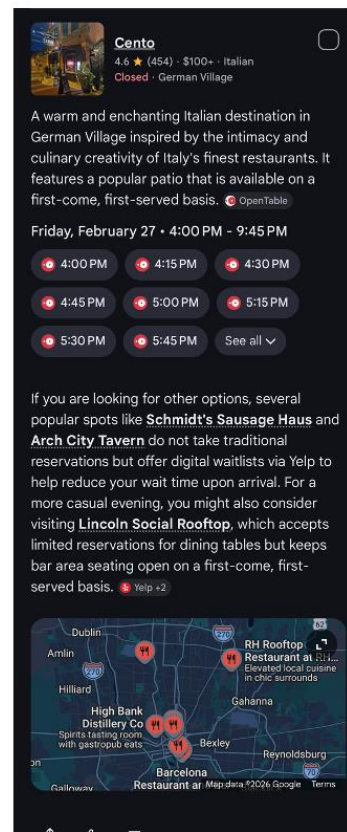
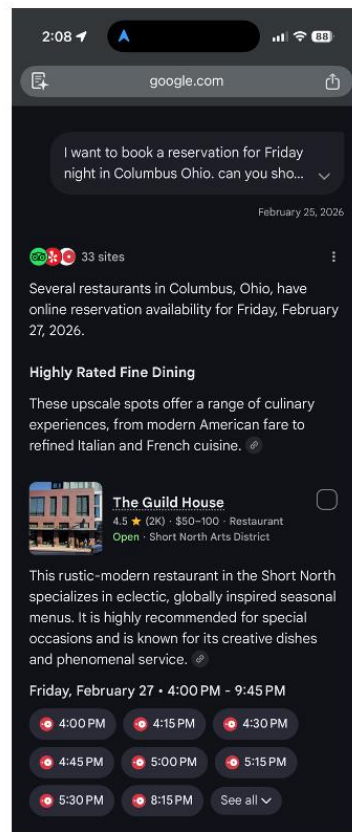
From “Keyword Search” to AI readiness

Google is moving to offer AI Overviews booking for healthcare appointments

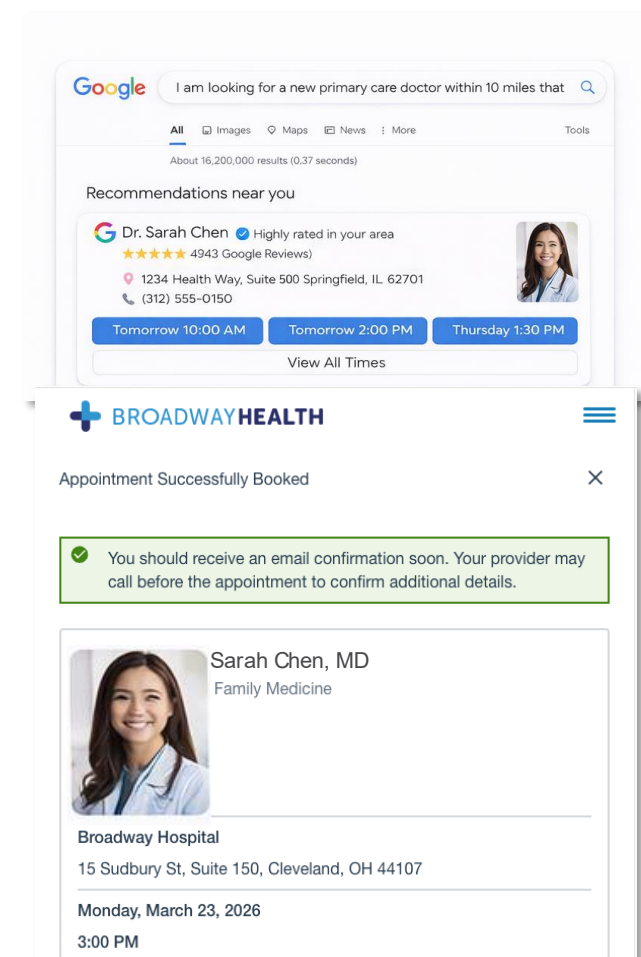
Today, Google can:

- Find restaurants with availability
- Check sources like OpenTable and Resy
- Recommend options
- Book a reservation

Today (Restaurants)

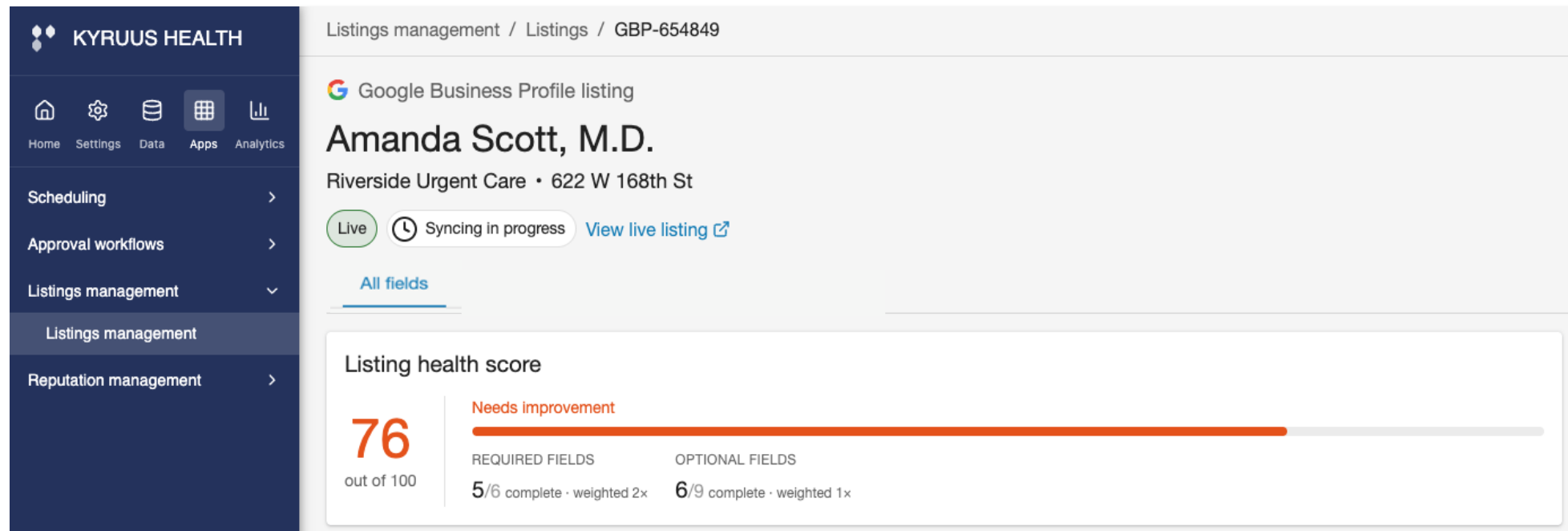


Tomorrow (Healthcare)



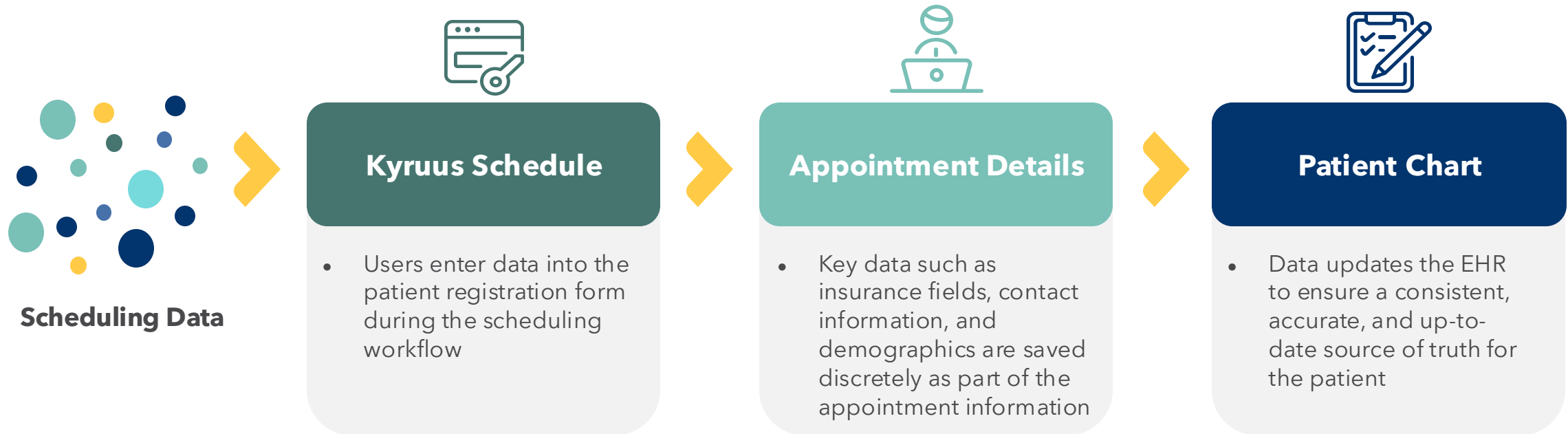
Listings Health Score (Discovery + Beta)

- View the health of all of your listings in one location
- Easily identify gaps in missing required and optional data



From Schedule to EHR

Allow data to populate discrete EHR fields.



Automatically capture patient insurance from a photo

Fill the Schedule registration form, populate the EHR.

- Use **Optical Character Recognition (OCR)** to capture reliable insurance information from just a photo
- **Collect accurate data** at the time of scheduling
- **Streamline pre-visit work** to reduce operational burdens



ORACLE *Epic* athenahealth
Cerner

Match the right patient to the right appointment

Additional flexibility to guide patients and ensure the right patient comes through the door.



Flexible questions that can launch conditionally based on patient inputs



Expand the question types available to ensure the patient is right for this provider



Trigger conditional logic to streamline the patient workflow and instructions based on your needs

Aggregated appointment scheduling

Enable provider-agnostic scheduling for locations.



[Find a Doctor](#) [Locations](#) [Services](#) [Patient Resources](#) [Billing & Insurance](#) [Book Appointment](#)



Broadway Health Hospital

Hospital

★★★★★ 4.4 stars 1,208 ratings

Open Now • Closes at 6pm

[About](#) [Location](#) [Insurance](#) [Services](#) [Specialties](#) [Reviews](#) [Providers](#)

Hours

Monday	Open 24 hours
Tuesday	Open 24 hours
Wednesday	Open 24 hours
Thursday	Open 24 hours
Friday	Open 24 hours
Saturday	Open 24 hours
Sunday	Open 24 hours

Contact

Phone 800-555-5555

Fax 504-555-5555

Website BroadwayHealth.com

Additional Information

- ♿ Accessible
- 🚗 Valet Parking
- 🌐 Interpreters - foreign language
- 🗣️ Interpreters - American Sign Language
- 🅇 Parking validation

Broadway Health Hospital has consistently been ranked in the Top 10 hospitals for the Midwest.



Schedule Appointment

Patient Type

☒ New

Returning

Visit Method

☒ Office Visit

Virtual Visit

Appointment Type

New Patient (Office visit)

Provider

Soonest Available

Tuesday, July 13

9:00 AM

10:00 AM

11:30 AM

11:45 AM

12:00 PM

1:00 PM

1:30 PM

3:00 PM

3:45 PM

4:45 PM

5:30 PM

View more

Wednesday, July 14

9:00 AM

Clinical Keywords Management

Smarter Keyword Control, Built for Scale

- Empowering Clinical Data Admins to efficiently manage provider keywords at scale with bulk select and edit capabilities
- Introducing "Clinical Interest" as a new clinical keyword attribute, extending the existing Searchable and Promoted flags

Providers > Austin A. Aguilar, MD

GeneralMarketingCredentialsClinicalLocationsInsurancesSchedulingOnline AvailabilityApplication ControlsNotes

General

Practice Type

Specialty Care

Provider Type

Physician

Specialties

Electrophysiology

Age Groups Seen

Adult 21-65
Older Adult >65

Accepting New Patients

Yes

Edit

Clinical keywords

EditingCancelSave

3 selected

EnabledSearchablePromotedClinical interest

Search

☐	Enabled	Keyword ↑		Searchable	Promoted	Clinical interest
☐	☒ Yes	abdominal adhesions	Synonyms	☒ Yes	☐ No	☒ Yes
☐	☒ Yes	abdominal aneurysm repair		☒ Yes	☒ Yes	☒ Yes
☒	☐ No	abdominal aorta aneurysm repair	Synonyms	☐ No	☐ No	☐ No
☒	☐ No	abdominal aorta angiogram	Synonyms	☐ No	☐ No	☐ No
☒	☐ No	abdominal aorta pta	Synonyms	☐ No	☐ No	☐ No
☐	☒ Yes	abdominal aortic aneurysm	Synonyms	☐ No	☐ No	☒ Yes
☐	☒ Yes	abdominal aortic ectasia	Synonyms	☒ Yes	☐ No	☒ Yes
☐	☒ Yes	abdominal bloating	Synonyms	☐ No	☐ No	☒ Yes
☐	☐ No	abdominal cramps	Synonyms	☐ No	☐ No	☐ No
☐	☒ Yes	abnormal weight loss	Synonyms	☒ Yes	☒ Yes	☒ Yes

Rows per page: 101-10 of 125<<>>

CredentialStream Integration for Kyruus Connect for Providers

- For users of CredentialStream, move from flat file data exchange to a nightly API based transfer of credentialing data to Kyruus Connect for Providers
- Remove burden of maintaining and updating nightly file delivery



Poll Question:

How do you prefer to access your Kyruus Connect data? Select **all** that are relevant to your organization:

- ☐ Kyruus Connect UI
- ☐ Flat file extracts (e.g. PDEs)
- ☐ API
- ☐ Data Warehouse as a Service (e.g. Snowflake)
- ☐ Model Context Protocol (MCP)
- ☐ Other

Bulk Provider and Location API (Beta)

Your data, on your schedule

Real-Time Freshness

Pull current data on demand — no waiting on nightly refresh cycles.

Single Source of Truth

Plug your systems into one authoritative dataset, eliminating drift.

Integration Flexibility

Onboard new tools and partners without renegotiating data exports.

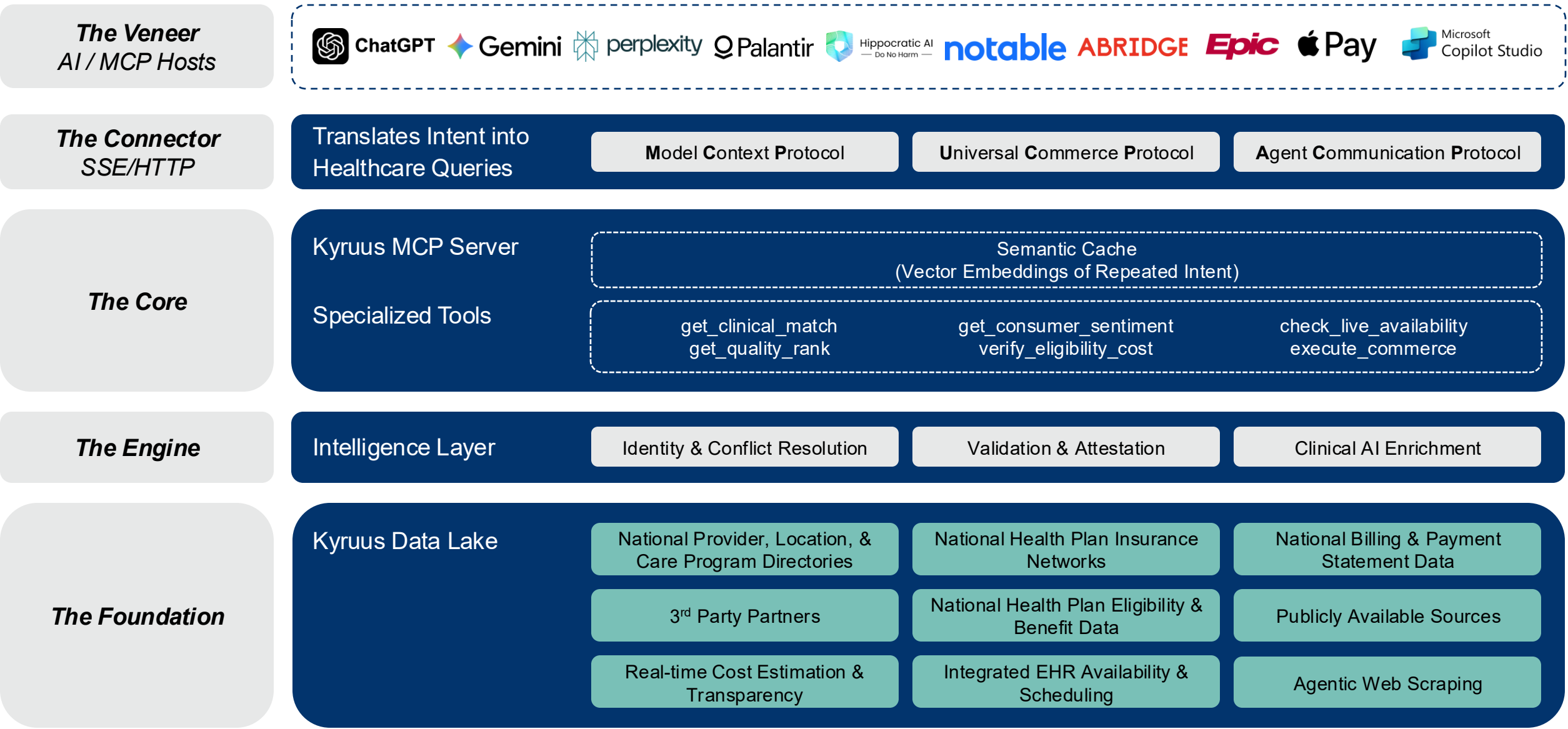
Reach out to your CSP if you're interested in giving feedback!

Grounding Layer – National Provider View

- Create a golden record of providers across the nation, including demographic, credentialing, location, Cost and scheduling data to enable better care access for patients and members
- Within an MCP, develop prompts and tools that can be leveraged by agents and other AI workflow on top of grounding layer to ensure quick and accurate data return



Kyruus Grounding Layer: The infrastructure for agentic healthcare





Join us for the next Roundtable

Wednesday, April 15th, 9AM ET

Register!

<https://info.kyruushealth.com/health-system-customer-roundtables>

