
ROUNDTABLE

Q3 Roadmap Updates

Q3 2026 roadmap topics for Health Systems, with the releases that landed in the last month.

Agenda

01 Search & UX

Health Systems · Kelly Vernon

*Knowledge Graph & Search Interpretations · “Guide AI” Search Experience ·
Booking CTAs · Zero Results Page Redesign*

03 Scheduling

Health Systems · Corey Schwarzkopf

*Real-Time Wait Times · Insurance Validation & Copay Display · Integrate Copay
Payments*

02 Data Management

Health Systems · Paige Baeder & Marie Shea & Scott Riquier

*Approval Workflow Upgrade · AI Enrichment · Clinical Keywords for Locations ·
Audit Logs for Ingestion Changes*

01

Health System Search & UX

Health Systems · from the Q3 2026 roadmap

Knowledge Graph: Symptom Mapping

Search Interpretations

Value Add Programs in Guide

"Guide AI" Search Experience

Booking CTAs

Zero Results Page Redesign

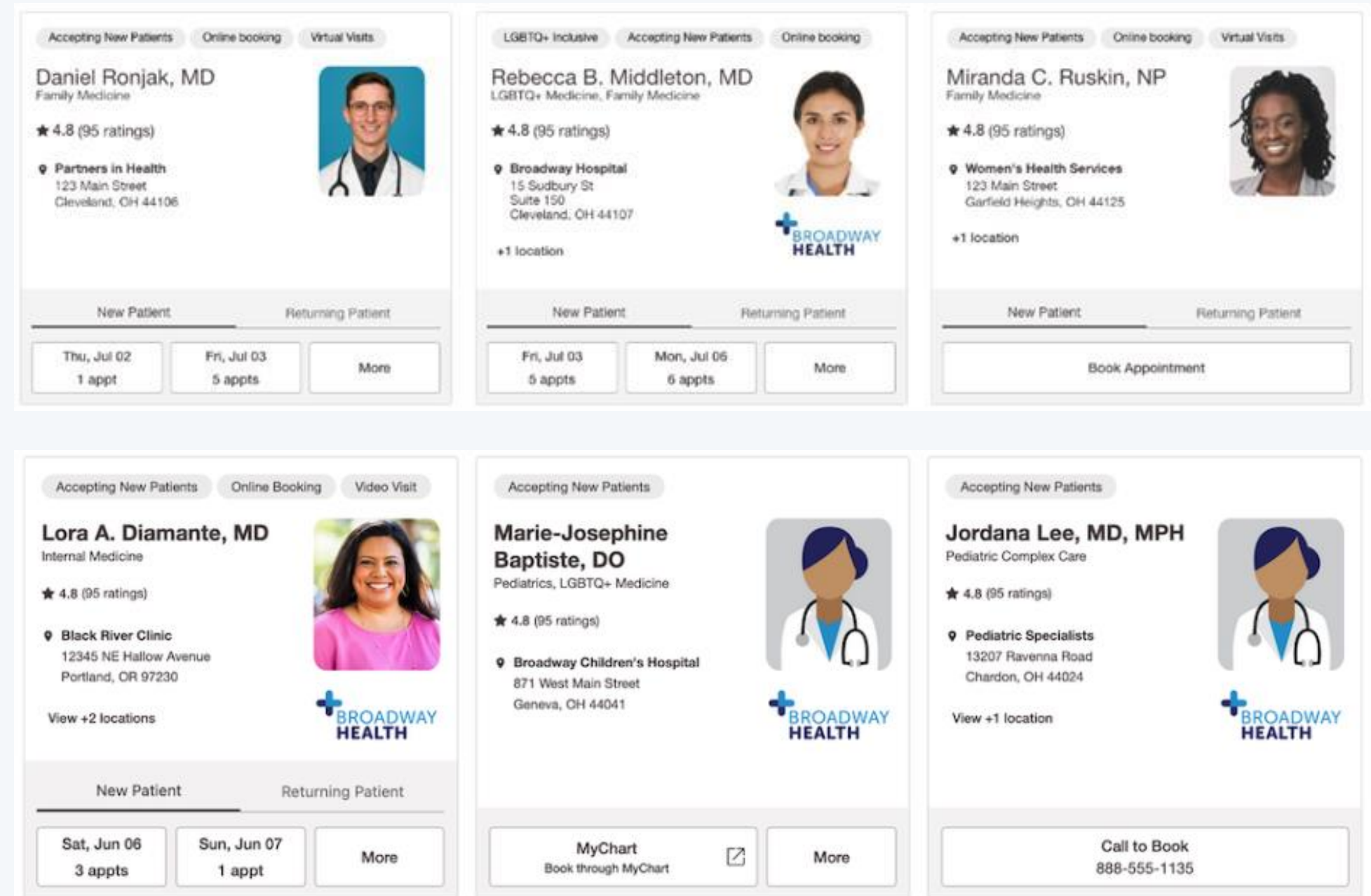
Shipped in the last month

Product Releases channel • 7 July – 6 August 2026

Jul 15	Knowledge Graph enabled for beta clients in Preview	Search APIs	GA
Jul 28	Location phone number can be added to provider results (grid view)	Provider Directory Search	GA
Jul 28	Booking CTA: “Book Online” for providers who don’t show availability	Provider Directory Search	GA
Aug 6	Value Add Programs in Guide for Providers	Guide for Providers	GA

Specific booking CTA options right on the result card

- Cards now surface the specific booking action per patient type – not a generic "Book Appointment"
- A "More" button opens the full scheduling drawer when multiple booking paths exist
- Uses existing booking configurations with customizable CTA text
- Fewer clicks and faster, clearer booking - patients land on the correct booking path immediately



The Knowledge Graph & Enhanced NLP

Testing 4 beta clients with KG enabled in their preview environment

Results We're Seeing

- **16% increase in relevant search results with the Knowledge Graph vs. current search**
- KG + NLP replaces intent matching, resolves all issues where provider name is miscategorized
- Natural-language terms with no exact clinical match now return relevant results – ex: "need a gastro doctor for stomach pain" returns gastroenterologists
- Accurate results for complex, multi-entity queries and combined provider + specialty terms

**ROLLOUT
TIMELINE**

Betas Turn on in Prod

GA Release End Q3

Search Transparency – surface how a query is interpreted

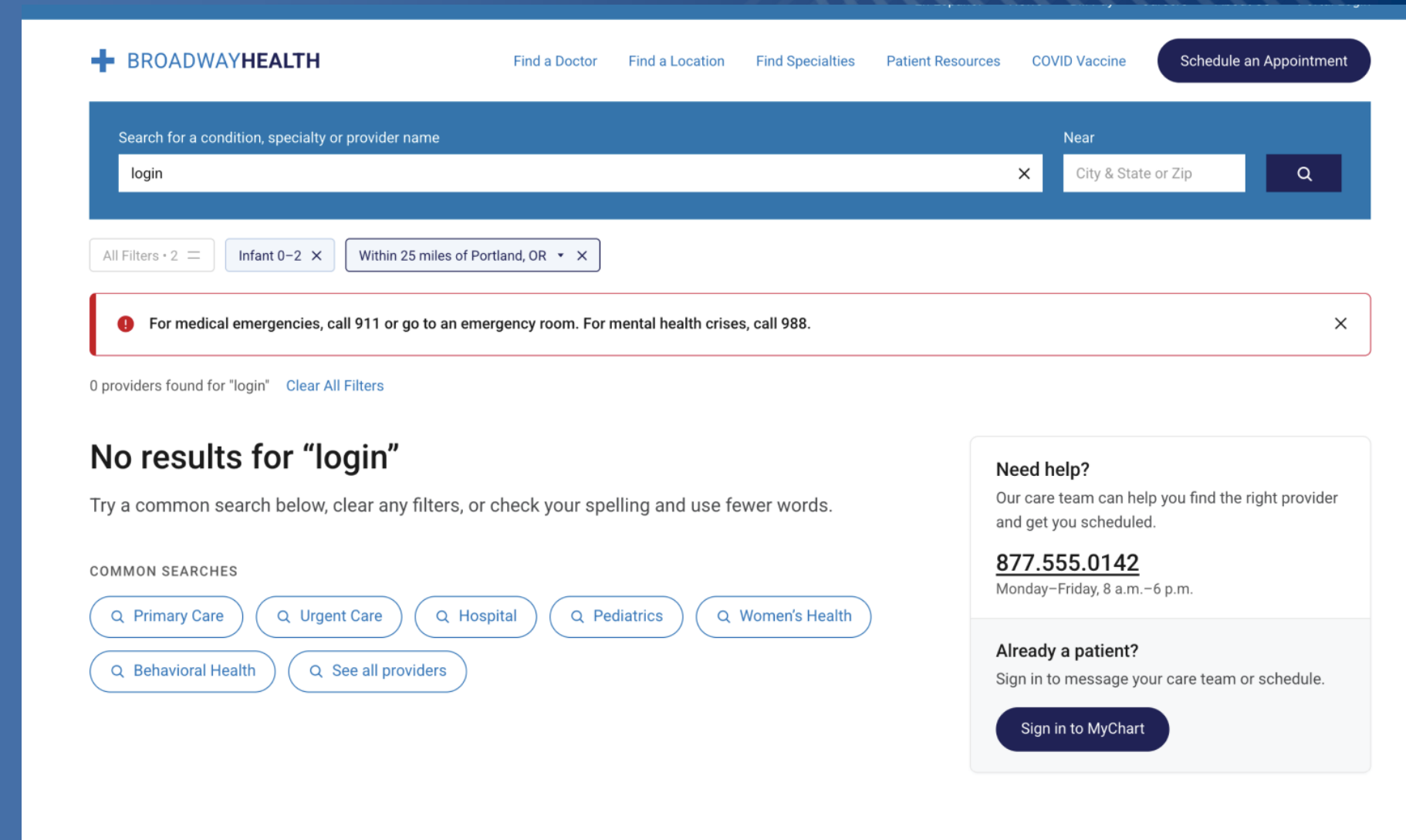
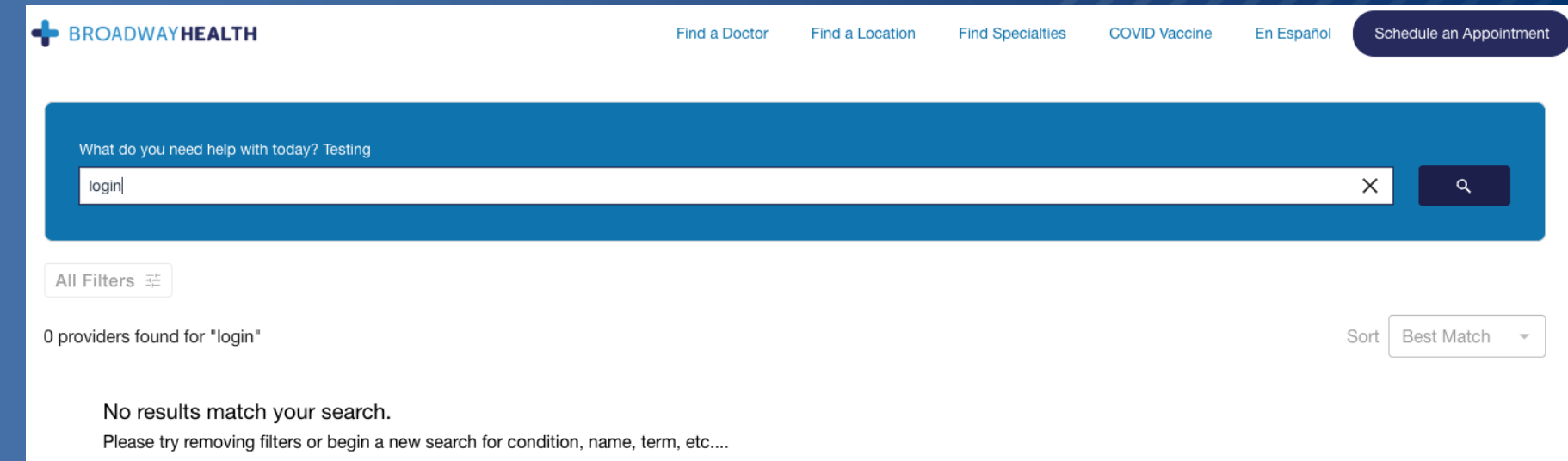
- The Knowledge Graph interprets natural-language searches that aren't exact keyword matches and matches them to a clinical keyword in our KCL
- The UI will surface that closest clinical-term – a search for "bloated belly" will display "Results for abdominal bloating"
- Builds trust and sets expectations: users searching in their own words see the matched term

The screenshot shows the Broadway Health website's search interface. At the top, there's a navigation bar with links like 'En Español', 'News', 'Bill Pay', 'Careers', 'About Us', and 'Portal Login'. Below this is a search bar with the text 'bloated belly' entered. To the right of the search bar is a 'Near' field with 'portland or' entered. Below the search bar are several filter buttons: 'All Filters • 1', 'Within 25 miles of portland or', 'Age Groups Seen', 'Book Online', 'Virtual Care TEST', 'Insurance Accepted', and 'Accepting New Patients'. A red box highlights the search results section, which shows '2 results for "Abdominal Pain" near portland or' and a 'Clear All Filters' link. Below this, two doctor profiles are displayed: Lora A. Diamante, MD (Gastroenterology) and Lynda D. McDowell, MD (Internal Medicine, Gastroenterology). Each profile includes a photo, name, specialty, ratings, and location. At the bottom of each profile, there are buttons for 'New Patient' and 'Returning Patient', and a table showing appointment availability for 'Mon, Aug 10' and 'Tue, Aug 11'.

Zero Results Page Reimagined

Fewer dead ends, more care options, backed by search data.

- **Real zero-result data showed most dead ends come from hidden filters (86% location-driven) and misdirected free-text queries**
- **Visible active filters** - applied filters will show on the no results page so patient can observe and edit
- **Common Searches** - One-click shortcuts turn a blank result into an obvious path to recover
- **"Need help?" panel** surfaces a care-team phone number health systems can configure
- **Patient-portal sign-in** routes returning patients straight to scheduling



Guide for Providers Broadway Demo Site with "Ask AI"

- **Conversational search** that layers plain-language search and an "Ask AI" experience onto a real-looking health system website (Broadway Healthcare)
- Patient can **type a question and get a grounded answer** sourced from that health system's own content, alongside traditional search across varying content verticals (Services, News, Events etc.)
- **Admin-configurable persona**, brand, and per-client theming – one client key drives brand, AI voice, and provider data together

The screenshot displays the Broadway Healthcare website interface. At the top, the logo "BROADWAY HEALTHCARE" is visible alongside navigation links for "Services", "Patient Portal", and "En Español". Below this, a secondary navigation bar includes "Find a Doctor", "Find a Location", "All Services", and "Patients & Visitors". A prominent dark blue banner features the text "Not sure where to start? Just ask." Below the banner, a horizontal menu contains tabs for "ASK AI", "ALL", "PROVIDERS", "LOCATIONS", "SERVICES", "NEWS", "EVENTS", "BLOG", and "GENERAL INFO". The "ASK AI" tab is selected, leading to a search interface. A light blue input box contains the query "How do I treat the common cold?". Below this, the website provides a detailed response about nose and sinus disorders, including statistics and treatment information. It also includes a section for "Recommended Providers" featuring two doctors: Paul J. Thomas, MD (Family Medicine) and Meghan Stewart, MD (Primary Care). Each provider card shows a profile picture, name, specialty, a 4.9-star rating from 101 reviews, and a distance of 3.5 miles. Below the ratings, specific appointment times are listed for Thursday 4/18 (8:00 AM and 9:20 AM) and Friday 4/19 (8:30 AM). A "See All Openings" button is present for each provider. At the bottom, a large light blue box with the text "Ask us anything..." and a return arrow icon is visible.

Value Add Programs in Guide for Providers

- VAPs now available in Guide for Providers – same functionality, different UI
- **Expanded care accessibility:** Empower patients with more comprehensive care options with integrated partnerships and alternative care sites in search results
- Surfaced at the top of the All results search tab

Rash

ALL PROVIDERS LOCATIONS SERVICES NEWS EVENTS BLOG CLINICAL TRIALS GENERAL INFO



Ovia Health Family Care Program
 Our women's and family health solution delivers evidence-based programs, personalized data insights, and Care Team support to empower every woman at every stage of life.

[Enroll Now](#)
[Learn More](#)

Search Results

Providers



Paul J. Thomas, MD
Dermatology, Family Medicine

★★★★★ 4.9 (101)

Specialties: acne treatment, psoriasis, alopecia, eczema

3.5 miles

New Patient	Current Patient
Thu 4/18 8:00 AM	Thu 4/18 9:20 AM
Sat 4/20 10:15 AM	Tues 4/23 3:45 PM

See All Openings



Dean L. Robinson, MD
Dermatology, Primary Care

★★★★★ 4.9 (101)

Specialties: shingles, benign growths, melasma, vitiligo

3.5 miles

New Patient	Current Patient
Thu 4/18 8:00 AM	Thu 4/18 9:20 AM
Sat 4/20 10:15 AM	Tues 4/23 3:45 PM

See All Openings



Paul Taira, MD
Dermatology

★★★★★ 4.9 (101)

Specialties: rosacea, alopecia, pediatric skin disorders, eczema

3.5 miles

New Patient	Current Patient
Thu 4/18 8:00 AM	Thu 4/18 9:20 AM
Sat 4/20 10:15 AM	Tues 4/23 3:45 PM

See All Openings



Meghan Stewart, MD
Dermatology, Family Medicine

★★★★★ 4.9 (101)

Specialties: cellulitis, hyperhidrosis, alopecia

3.5 miles

New Patient	Current Patient
Thu 4/18 8:00 AM	Thu 4/18 9:20 AM
Sat 4/20 10:15 AM	Tues 4/23 3:45 PM

See All Openings

02

Data Management

Health Systems · Kyruus Connect, locations and providers

Approval Workflow Upgrade

AI Enrichment – Next

AI Enrichment – Later

SER Extracts

Clinical Keywords for Locations

Provider-Location Intersectional Data

Special / Holiday Hours

Audit Logs: Ingestion Changes

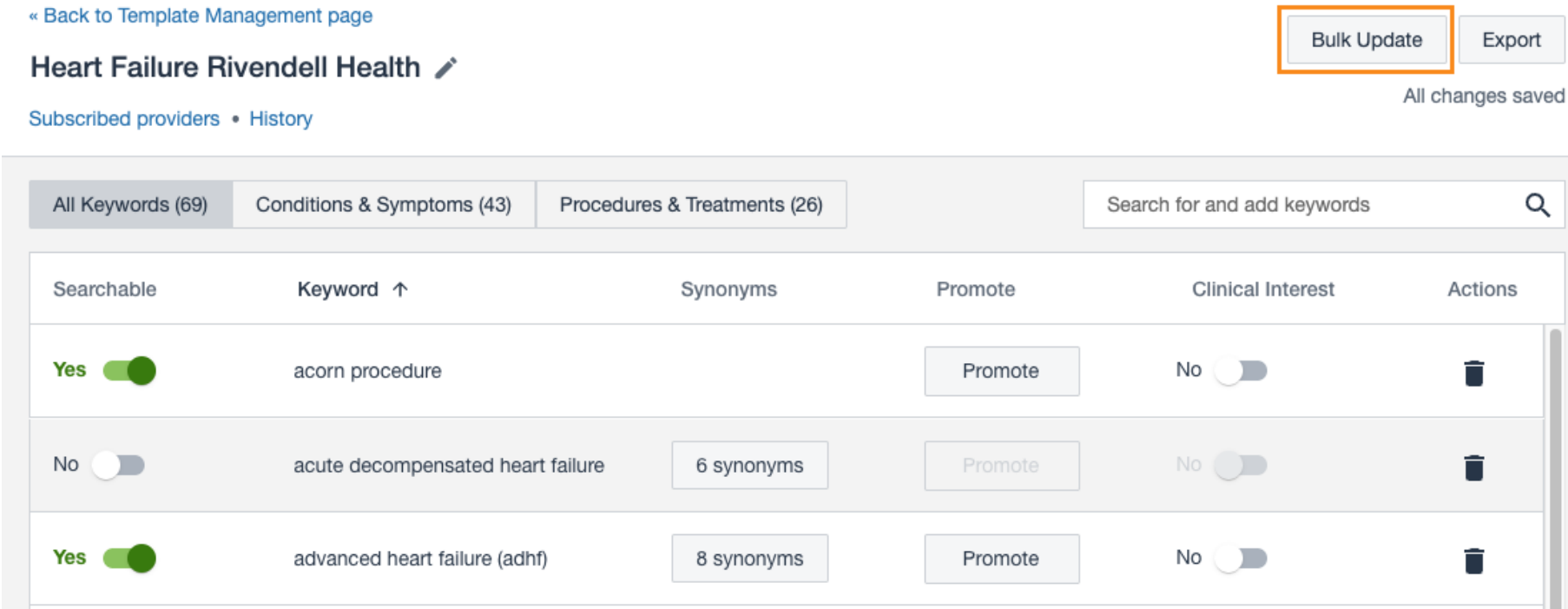
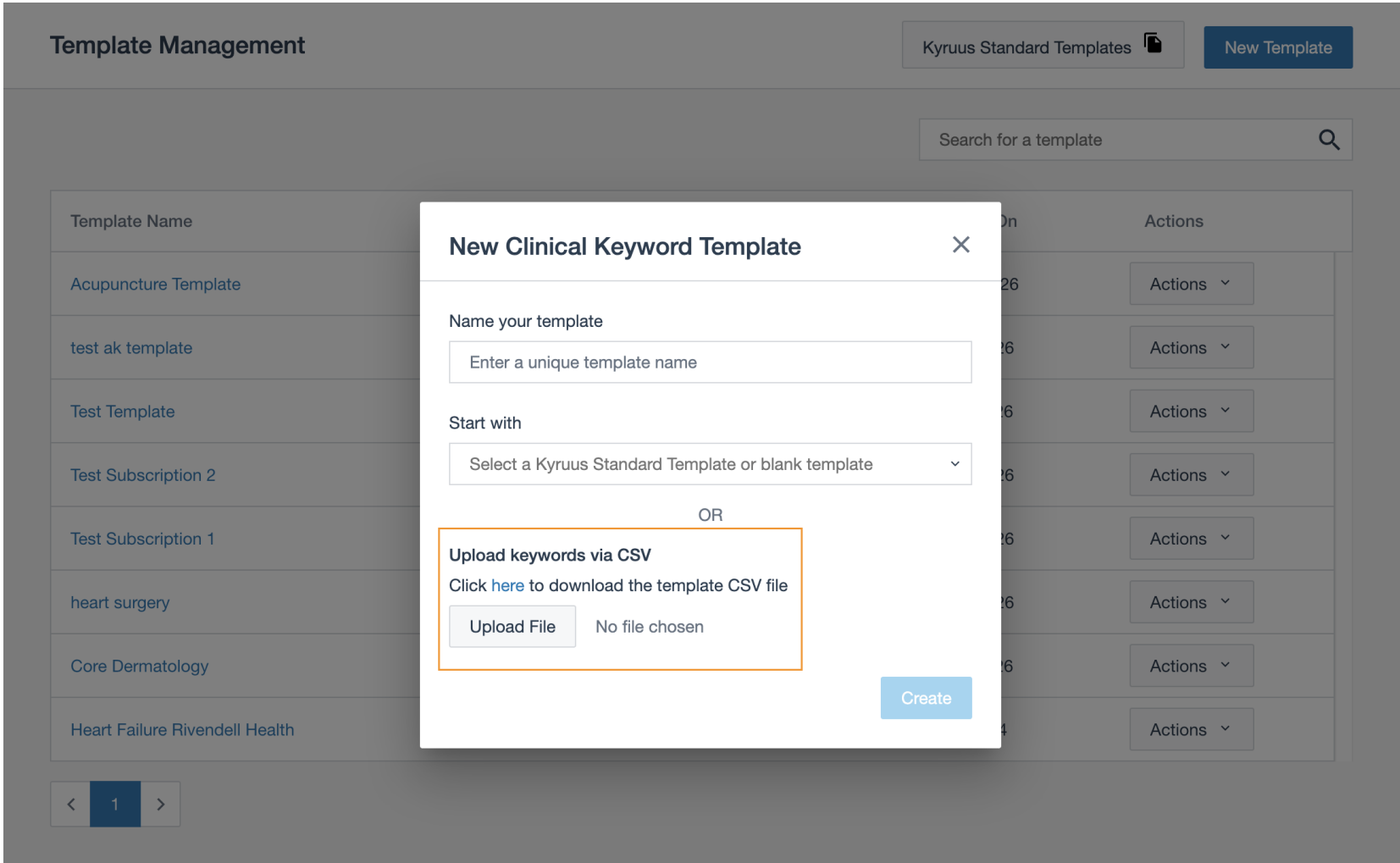
Shipped in the last month

Product Releases 7 July – 6 August 2026

Aug 6	Rich Text Support for Location and Provider Descriptions	Kyruus Connect – Administrator	GA
Jul 30	Bulk Update Clinical Keywords Templates via CSV	Kyruus Connect – Administrator	GA
Jul 22	Update Clinical Keywords for Providers via CSV Upload	Kyruus Connect – Administrator	GA
Jul 10	LDM: Parent / Child count indicator on the location list page	Kyruus Connect – Administrator	GA
Jul 9	Clinical Keywords Template Subscriptions	Kyruus Connect – Administrator	GA

CSV Upload to Create & Update Keyword Templates

Template Management now supports creating & updating clinical keyword templates by uploading a CSV file



Clinical Keywords : CSV Upload in Provider Profile

Export, Edit & Update workflow to simplify clinical configurations

Clinical Keywords

Export

Import

Copy from another provider

Add Keywords

Edit

Search

Enabled	Keyword		Searchable	Promoted	Clinical Interest
Yes	arthritis of knee	Synonyms	Yes	Yes	No
Yes	atrial fibrillation	Synonyms	Yes	Yes	No
Yes	atrial fibrillation ablation	Synonyms	Yes	Yes	No
Yes	headache	Synonyms	Yes	Yes	No

Rows per page

10

1-4 of 4

Rich Text Support for Providers & Locations

Bold, lists, links, and more across key description fields

Rich text formatting now available for,

- Provider Professional Statement
- Location standard description fields – description, short description, and other description fields
- Location custom fields

The screenshot shows a web interface for editing a provider's profile. At the top, there are tabs: General, Marketing (selected), Credentials, Clinical, Locations, Scheduling, Online Availability, Application Controls, Notes, and Insurances. Below the tabs is a section titled 'Additional Information' with 'Cancel' and 'Save' buttons. The 'Professional Statement' field is highlighted with an orange border. It contains a rich text editor toolbar with icons for Source, Undo, Redo, Bold, Italic, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, and Format. The text in the field reads: 'Dr Karim Abdel-Aziz, MD, PhD, is a cardiologist in the Section of Clinical Cardiology, Tom~~son~~ich Family Department of Cardiovascular Medicine, Sydell and Arnold Miller Family Heart, Vascular & Thoracic Institute. He sees patients at Cleveland Clinic Main Campus.' Below this is a section titled 'Specialty Interests:' followed by a bulleted list: 'Onco-cardiology,', 'heart failure,', 'clinical cardiology,', 'aging of the heart,', and 'inflammation of the heart'. At the bottom of the field is a blue link that says 'Refer a Patient'.

All text fields, both standard and customer fields, in Providers and Locations will support rich text

Upcoming Releases!

Provider & Location Data Management

Clinical Keywords for Locations

Extending KCL clinical taxonomy to locations and scaling the existing admin tools like Template Management and Bulk Edit console into LDM, bringing location-level search relevance up to parity with provider profiles

Provider-Location Intersectional Data

Extend the provider-location data model to support custom fields, giving health systems finer control over provider-specific context at each location

Special, Holidays & Exception Working hours

Add exception hours to the LDM location profile's Hours of Operation, letting users set date-specific overrides for holidays, closures, or temporary changes on top of the standard recurring schedule

Export & Bulk Update Providers Data

Doubling down on the Export and Bulk Update feature, extending it from Locations to Providers, mirroring the existing bulk operations so admins get the same efficient data management for provider records.

Get instant coverage across your full network, without requiring your team to write a single word.

Kyruus uses the structured data in Kyruus Connect and trusted websites to generate accurate, professional bios for every provider in your network.

- **Meaningful bios** for your full network, including the providers who've never had one
- **Consistent quality and voice at scale.** Each health system gets a configuration that matches their brand standards and communication guidelines.
- **Higher search visibility** as richer profiles are more likely to surface in AI-powered search
- **A review-and-approve workflow built into the core product.** No bio publishes without explicit sign-off, giving health system teams full control over what reaches patients.

KYRUUS HEALTH

Home

Settings

Data

Apps

Analytics

Scheduling

Review Profile Changes

Approval Requests

Admin Dashboard

Review AI Suggestions

AI Approval Queue

Listings Management

Reputation Management

Jonathan Doe

Broadway Health

Review AI Suggestions / AI Approval Queue

AI Approval Queue

Practice groupSpecialtyProvider typeProvider

Profile	Field	Current value
Sarah Smith, M.D.	Professional Statement	Dr. Smith is a cardiologist.
Marilyn Booker, MD	About the Provider	Dr. Marilyn Booker specializes in Cardiology, Vascular Institute of Florida. She received her medical degree from the University of Miami Miller School of Medicine.
Martin Diamond, MD	About the Provider	--
Elaina Francis, MD	Professional Statement	Dr. Francis is a cardiologist.
Elizabeth Kersik, MD	Professional Statement	Dr. Kersik is a cardiologist.
Sanjay Lahiri, MD	About the Provider	--
Jonathan Peters, MD	Professional Statement	--
Eleanor Wonderson	Professional Statement	Dr. Wonderson is a cardiologist.
Bethany Anderson-Killen, MD	About the Provider	--
Thomas Carroll, MD	Professional Statement	Dr. Carroll is a cardiologist.

Review AI suggestion

Pending

Provider profile

[Sarah Smith, M.D.](#)

Field

Professional Statement

Current value

Dr. Smith is a cardiologist.

Suggested value

Dr. Sarah Smith is a Professor of Clinical Medicine at the Johns Hopkins University School of Medicine. She serves as the Interim Director of the Division of General Internal Medicine and Clinical Director of the Division of General Internal Medicine. She is a member of the Society of General Internal Medicine and has served as president for the mid-Atlantic region. A fellow of the American College of Physicians, she obtained her medical degree from the University of Maryland School of Medicine. She completed her residency in internal medicine at Case Western Reserve University/University Hospitals of Cleveland. Following this she became chief resident and a faculty member at Case Western.

Submitted

03/10/2025 9:00AM

External sources

[Sarah Smith - Healthgrades](#)

[Sarah Smith - Doximity](#)

[Sarah Smith - Vitals](#)

AI confidence level

High

Assigned reviewers

5 reviewers

1 approval is required to move to the next review stage

Sara Rodriguez

Hugo Silva

Reject

Approve

AI suggests, you approve.

Reduce burden and amplify impact.

AI enrichment: what's next & later

In Development & On the Horizon

NEXT – In Discovery

Clinical Keywords for Health Systems

AI-derived, claims-informed keywords mapped to each provider's actual practice patterns – not just specialty labels.

Provider Profile Scores

Automated SEO + GEO + patient friendliness scoring to surface profile gaps and prioritize improvements.

LATER – On the Horizon

Insurances Accepted

Verified, continuously-updated payer data surfaced at the individual provider level.

Frequency of Services

Claims-derived procedure volume to validate and enrich clinical keyword accuracy.

Per-Location Equipment

Facility-level capability data to improve searchability and patient routing decisions.

Research and Publications

Automatically surface research and clinical contributions on providers profiles.

Smart Bio Refreshes

Surface suggested bio changes as your underlying data evolves.

Audit logs for ingestion changes

- The Audit Log dashboard now shows edits made through the ingestion pipeline alongside manual edits, so you can see automated changes in addition to changes made directly in Kyruus Connect.
- Filter based on Edit Source to view all changes together, or narrow to just Manual or just Ingestion edits.

The screenshot shows a modal titled "Edit Source" with a filter interface. At the top, there is a button labeled "is any value". Below it is a search input field containing the text "any value" with a dropdown arrow on the right. Underneath the search field is a section with a "Deselect all" link in the top right corner. This section contains two filter options, each with an unchecked checkbox: "Ingestion" and "Manual". At the bottom right of the modal are two buttons: "Cancel" and "Done".

Good to know: Because ingestion edits are now included, your total edit count may look higher than before. This reflects a more complete view of tracked activity, not an increase in actual changes to your data.

Epic Provider Data Syndication

Update your Epic SER table from Connect

HL7 Integration

AVAILABLE NOW

- Automatic updates directly into Epic's SER table
- Implementation required to define which data to ingest
- Ingestion process testing required before going live

SER Import File

SEPTEMBER 2026

- Files generated automatically for all Epic customers and implementors to retrieve and use (all providers weekly, add/update files daily)
- Retrieve from their SFTP and implement on your own anytime, or use to make manual processes more efficient
- Default feed can be customized by reaching out to your CSP – some fields such as Specialty, Provider Type, and Kyruus vendor code will require this

Epic Provider Data Syndication

Sample Data

```
1,*
2,"Kelly, Colin A"
6,1
10,CK
25,"Kelly, Colin"
30,1
35,1
45,1
190,External
195,KYRUUS
1040,Physician
1050,Electrophysiology
1060,MD
1310,XX123456XX
1340,2
2780,XX123456XX
2820,Added by Kyruus Aug 07 2026 15:02PM
9300,560
9301,1957493047
9300,KYRUUS
9301,231488
21000,1
21010,15 Sudbury St
21040,Cleveland
21050,OH
21060,44107
21070,Cuyahoga
21090,1
21100,216-386-9624
21110,216-844-5700
21120,1
21200,1832057
21000,2
21010,222 Berkeley St
21040,Cleveland
21050,OH
21060,44107
21090,1
21100,216-378-4227
21110,216-378-8732
21120,1
21200,1832058
32050,https://kyruus-app-static.kyruus.com/providermatch/broadway-health-demo/photos/orig/1957493047.png
```

04

Scheduling

Health Systems · from the Q3 2026 roadmap

Real-Time Wait Times

Insurance Validation & Copay Display

Integrate Copay Payments

Automatically capture patient insurance from a photo

Streamline the scheduling workflow and ensure insurance information is complete and accurate



Find a DoctorFind a LocationFind SpecialtiesCOVID VaccineEn EspañolSchedule an Appointment

[Back to search results](#)

✓ Details

✓ Date & Time

3 Insurance

4 Registration

Insurance Details

Autofill your insurance details with a photo of your insurance card.

Take a photo

Upload image

Skip, I'll type it in myself



Colin A Kelly, MD
Electrophysiology

Appointment Details

Established Patient

EstablishedTest

Broadway Hospital

15 Sudbury St, Suite 150,
Cleveland, OH 44107

Monday, May 11, 2026

7:05 PM

Exit Confirmation Added to Kyruus Scheduling Flow

Prompt in the scheduling flow so patients no longer lose their progress without warning.

BROADWAYHEALTH

Find a Doctor

Find a Location

Find Specialties

COVID Vaccine

En Español

Schedule an Appointment

< Back to search results

✓ Details

✓ Date & Time

3 Insurance

4 Registration

Insurance Details

Autofill your insurance details with a photo of your insurance card.

Take a photo

Upload image

Skip, I'll type it in myself

Confirm Exit?

Your information won't be saved, and your time slot will be released.

Exit

Continue Booking

Colin A Kelly, MD

Electrophysiology

Appointment Details

New Patient

New Problem

Broadway Cardiology Clinics

222 Berkeley St, Cleveland, OH 44107

Tuesday, August 18, 2026

6:30 PM

i

Need help scheduling an appointment? We're here to help. Call us at 216-378-4228

revspringinc.com | © 2026 RevSpring Inc.

Real-time wait times

Coming soon for Cerner-powered health systems.

Estimated Wait Time

15 minutes

Community Urgent Care
123 Main Street, Verona, WI 53593
[Get Directions](#)

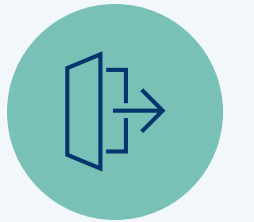
Set expectations early

Patients see estimated waits before arrival, easing anxiety and frustration.



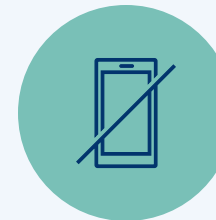
Reduce walkouts

Transparent, live estimates cut waiting-room abandonment and no-shows.



Lighten staff load

Self-service wait visibility cuts inbound "how long?" calls to front-desk staff.



Boost satisfaction

Accurate real-time data builds trust and lifts patient experience scores.



Pre-booking Validation Updates

Support for Multiple Choice Questions

Two choices — today

Have you seen Rebecca B. Middleton, MD in the last three years?

Yes

No

Three to four choices

Have you seen Rebecca B. Middleton, MD in the last three years?

Yes, within the last year

Yes, one to three years ago

No, another provider here

No, this is my first visit

Five or more choices

What is the reason for your visit with Rebecca B. Middleton, MD?

Select a reason

Continue

Design subject to change

Insurance validation & copay display

In-Network

YOUR COPAYMENT

\$40

due at visit

Eminence Silver Plan · **Verified**

APPOINTMENT DETAILS

New Patient · New Patient Physical

Michael DiMare, MD · Headache Medicine

Partners in Health
123 Main Street, Cleveland, OH 44106

Thursday, July 16, 2026 · 2:30 PM
(60 min)

Design subject to change

- **Real-time insurance validation and copay retrieval during scheduling** – giving patients cost transparency before they confirm their appointment.
- **Retrieve estimated copay amounts in real time** based on patient insurance data.
- **Display copay to patients during scheduling** so they can plan ahead.
- **Reduces no-shows and front-desk friction** caused by surprise cost disclosures.

Integrate copay payments

Allow patients to pay their copay directly within the scheduling flow

Make a payment

Choose Payment

Payment Confirmation

Choose your payment method



Credit or Debit Card

Card number

1234 5678 9012 3456

Name on card

Christopher Mills

Expiry

MM/YY

CVC

123

ZIP

00000



E-Check



Google Pay

Your payment summary

Total payment

\$40.00

Pay \$40.00

[Cancel](#)

Your payment information is encrypted and processed securely.

Design subject to change

Clinical Configuration Best Practices

Field guidance from the Clinical Configuration: Provider Specialty & Keyword Management Guide

- **Validate specialty by how providers actually practice** – not just how they're credentialed. An orthopedic surgeon who only operates on hands should carry a Hand Surgery label and keyword template.
- **Surface governance decisions early** – with Clinical Leadership: priority service lines, APP template parity, affiliate/non-employed provider inclusion, and who owns ongoing maintenance by service line.
- **Apply the Keyword Situation → Action framework** when customizing templates: Turn ON for the majority, Turn OFF for a few providers, Remove if it doesn't apply, Add if it's missing.
- **Complete UAT at least 4 weeks before Go Live**, and run a supplemental data pull for any providers added after the original Clinical Workbook was created.
- **Run Train-the-Trainer before or right after Go Live** so the health system team can apply templates and make provider-level keyword adjustments on their own.

NEXT BEST PRACTICES SESSION

September 9, 2026 · 9:00 AM PST / 12:00 PM EST

Thank You

UPCOMING BEST PRACTICE SESSION: SEARCH & GUIDE

September 9, 2026

9:00 AM PST / 12:00 PM EST

NEXT MONTH'S ROUNDTABLE

September 16, 2026

9:00 AM PST / 12:00 PM EST

