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Kyruus Health Systems Product Updates

View All Release Notes

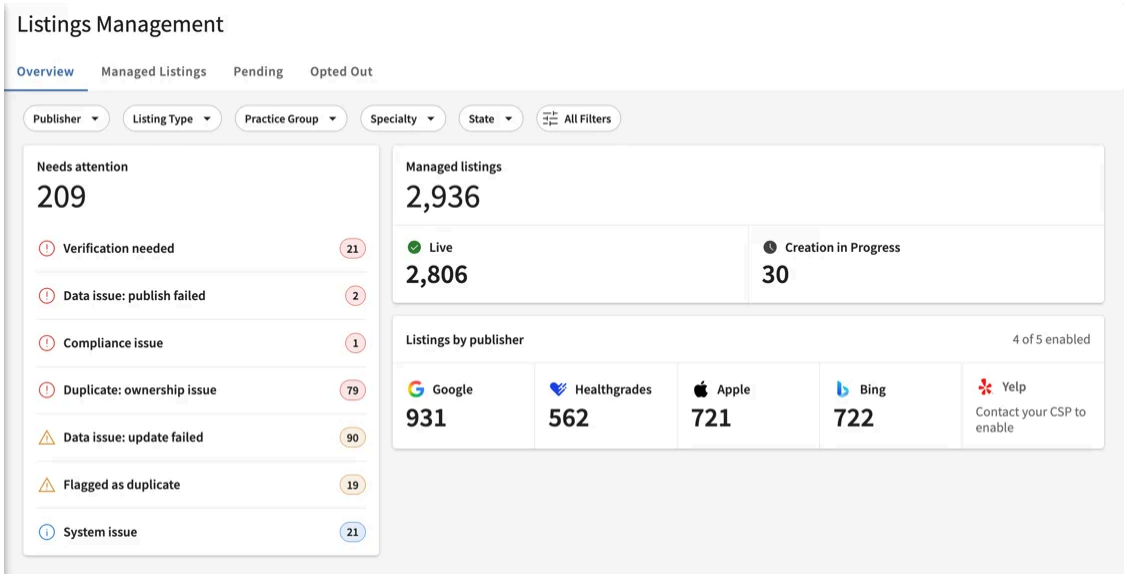
/ Reach: Listings Management

September 29, 2026. Live (Generally Available): The Listings Management UI – Overview tab

The Overview tab now opens as an actionable dashboard that summarizes the health of your listings at a glance and lets you act on it in one click.

What's new

- **Needs attention:** See how many listings need attention and why, with a breakdown by reason such as Verification needed, Compliance issue, or a failed publish. Only reasons that have listings appear. Click any reason to jump straight to those listings.
- **Managed listings:** See your total managed listings split into Live and Creation in progress, and click through to each set.
- **Listings by publisher:** See a count for each enabled publisher across Google, Healthgrades, Apple, Yelp, and Bing, along with how many of the five publishers you have enabled. Publishers you have not enabled show a prompt to contact your CSP. Click an enabled publisher to view its listings.
- **Filter the dashboard:** Narrow the Overview by Publisher, Listing type, Practice group, Specialty, and State, or open the All filters drawer. Filters apply only to the Overview tab, so they do not affect your view on other tabs. When you drill into a tile, your Overview filters carry through so the resulting list matches the count you clicked.



Before this update, your team had to move tab by tab to understand the state of your listings. The Overview tab now turns the landing page into a single, actionable summary, surfacing what needs attention, the overall listing counts, and the publisher breakdown, with one-click drill-down into the relevant listings.

/ Reach: Listings Management

October 1, 2026. Coming Soon! Introducing the Listings Completeness Score
We're introducing a Listings Completeness Score that shows you, at a glance, how complete each of your provider and location listings is on Google Business Profile, Apple Business Connect, Bing Places for Business, and Healthgrades.

What's new

- **A score for every listing:** You'll see a completeness score for each provider location and each location on every publisher, so you can spot gaps without manually checking each field.
- **Publisher-aware scoring:** Each publisher has its own set of fields it expects and values, and your score reflects only what that publisher actually uses. A field like Google's "Accepting new patients," for example, only affects your Google score.
- **Daily updates:** Scores refresh on a 24-hour cycle, so changes you make in Connect show up in your score within a day.

Before this update, spotting incomplete listings meant manually checking each field on each publisher one at a time. With the Completeness Score, you'll know exactly where the gaps are and which fixes will move the needle most.

This feature will be included automatically for all customers with Listings Management. We don't have a firm release date yet; we'll share timing as it's confirmed.

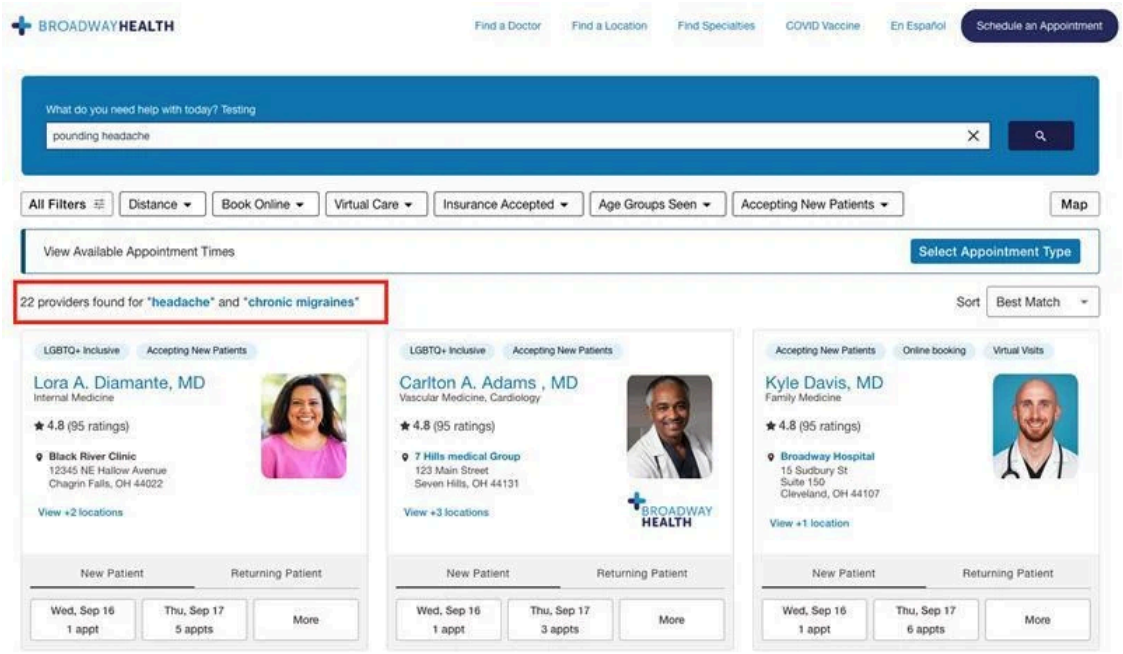
/ Search

September 30, 2026. Knowledge Graph Now Live for All Health Systems

The Knowledge Graph is now live for all health systems across Provider Directory, Guide for Providers, and API-only integrations. This replaces our previous intent-matching technology with a more accurate way of matching what patients type to the right clinical keywords and specialties — a meaningful upgrade to search quality.

What's new

- The Knowledge Graph now handles all clinical-term matching, replacing our previous intent-matching approach.
- Patient search terms are matched to the right clinical keywords and specialties more accurately, even with everyday language — e.g., "pounding headache," "bloated belly," "wrist is swollen," "trouble sleeping."
- In Provider Directory, Search Interpretations show patients exactly which clinical term their search matched, with clickable links when more than one term applies.



Impact

- More relevant results for natural-language queries that don't use exact clinical terminology. We saw a 16% increase in relevant search results during testing!
- Greater transparency — patients see why they're getting the results they're getting.
- This is a direct upgrade to the search experience your patients already use — there's nothing you need to configure or turn on.

API Technical Details

A few fields behave differently within the /providers API response under the Knowledge Graph:

- The following fields, previously used for intent-matching data, will now return null or false instead of populated values:
  - _metadata.intent_classification
  - _metadata.intent_matching_enabled
  - _metadata.is_intent_classification_from_cache
  - _metadata.is_intent_classification_from_overrides
- **highlight and interpretation[].clinical_keywords:** matched clinical terms no longer include tags. Matches on other categories (like provider name or location) are unaffected.

// Before
"highlight": ["cough"]

// Now
"highlight": ["cough"]

This upgrade is automatically on for all Health Systems customers with no configuration needed.

For questions, please reach out to support or your customer success partner.

/ Search

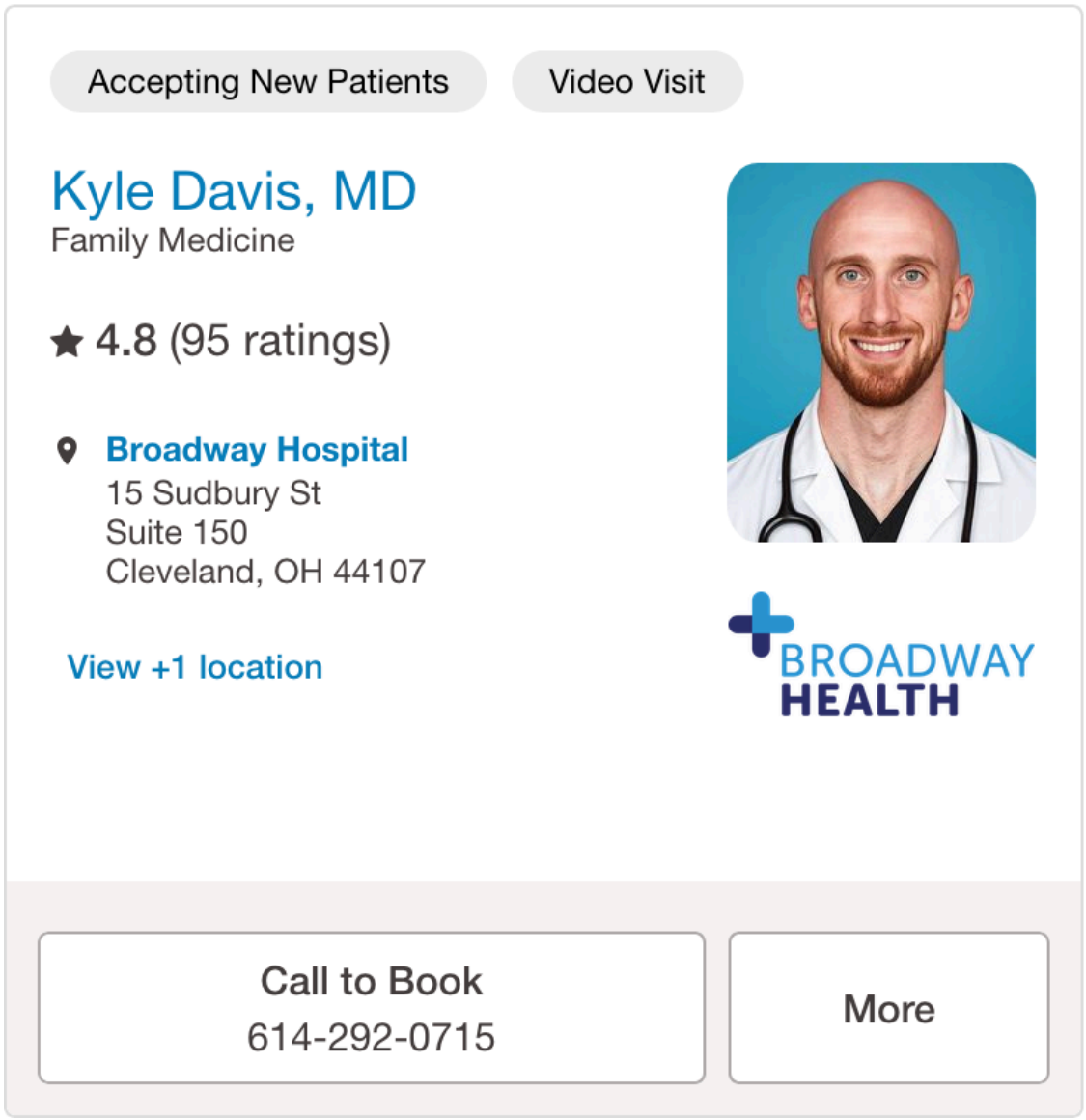
September 29, 2026. More Booking Options Visible on Provider Result Cards

When a provider has just two available booking options, both CTAs now display in the card's booking area. This change applies to health systems with the provider directory who utilize grid view with the most recent UI.

Impact

Previously the first booking option displayed as the CTA on the provider result card with a button to view "More" scheduling options. Now, if providers have only two booking options, they will both surface side by side, reducing friction for the user.

Before result card with a button to view "More" scheduling options



After booking options surface side by side



Automatically enabled and no action needed. This applies to all customers using the modern provider result card in grid view.

For questions, please reach out to kyruussupport@revspringinc.com or your customer success partner.

/ Kyruus Connect - Administrator

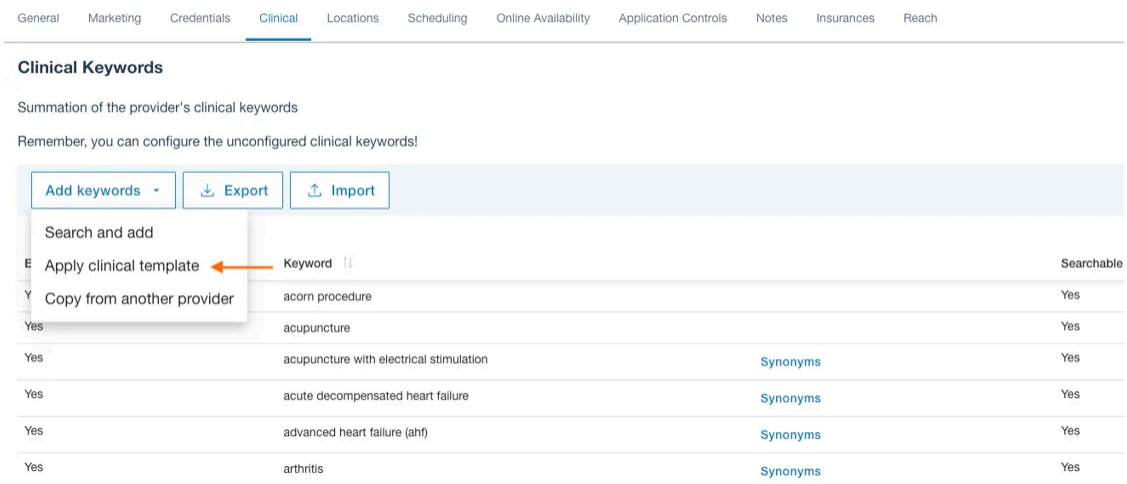
October 1, 2026. Coming Soon! Enhancement: Apply a Clinical Keyword Template from the Provider Profile

We've added the ability to apply a clinical keyword template to a single provider directly from the provider profile, so users no longer need the Provider Bulk Edits Tool for one-off updates.

What's new

- **Apply Clinical Template:** Choose Replace all, Merge, or Subscribe, the same three actions available in Provider Bulk Edits.
- **Review Before You Apply**: A review and confirm step shows the provider, template, and action. For Replace all, it also shows how many keywords will be removed and added.

- **Large Template Support**: Large templates can take a few minutes to apply. The Clinical Keywords card shows the status, and keyword editing for that provider is disabled until it finishes.
- **Grouped Add Keywords Menu**: Search and add, Apply clinical template, and Copy from another provider now sit under a single Add keywords dropdown on the Clinical tab. We also improved the toolbar, tightened the keyword grid, and simplified the bulk actions bar.



Before this update, applying a template to one provider meant going through the Bulk Edit Console. Now users can do it from the provider's Clinical tab in a few clicks, with a clear preview of what will change. Templates are still created and managed in Template Management

This update will be released in Production for all customers.

/ Location Data Management Solutions Best Practices

Join our product and customer success experts on **Wednesday, October 14th at 1:00 PM ET | 10:00 AM PT** for a best practices session on Location Data Management Solutions. We'll walk through common scenarios, workflows, and how to get the most out of the tool.

Register Now for LDM Best Practices Session

/ October Roundtable

Join our product and customer success experts on **Wednesday, October 21st at 12:00 PM ET | 9:00 AM PT** for the Health System Roundtable to hear about upcoming enhancements, roadmap highlights, and opportunities.

Register for the October Roundtable

/ AI Search Shift Session

Join our product and customer success experts on **Thursday, October 22nd at 1:00 PM ET | 10:00 AM PT** for a look at how AI is reshaping the way patients search for care, from natural language search and conversational AI to what it means for your search strategy going forward. We'll walk through what's live today, what's coming next, and answer your questions live.

Register for the AI Search Shift Session

Don't forget to check out our Roundtable Resources landing page. You can easily access last month's recording, find previous recordings, and register for the next roundtable at your convenience.

For more product updates, visit the Release Notes section of the Kyruus Health Help Center.

Support is available Monday to Friday from 9 AM - 9 PM (Eastern)

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