View in browser

Kyruus Health Systems Product Updates

View All Release Notes

/ Kyruus Connect - Administrator

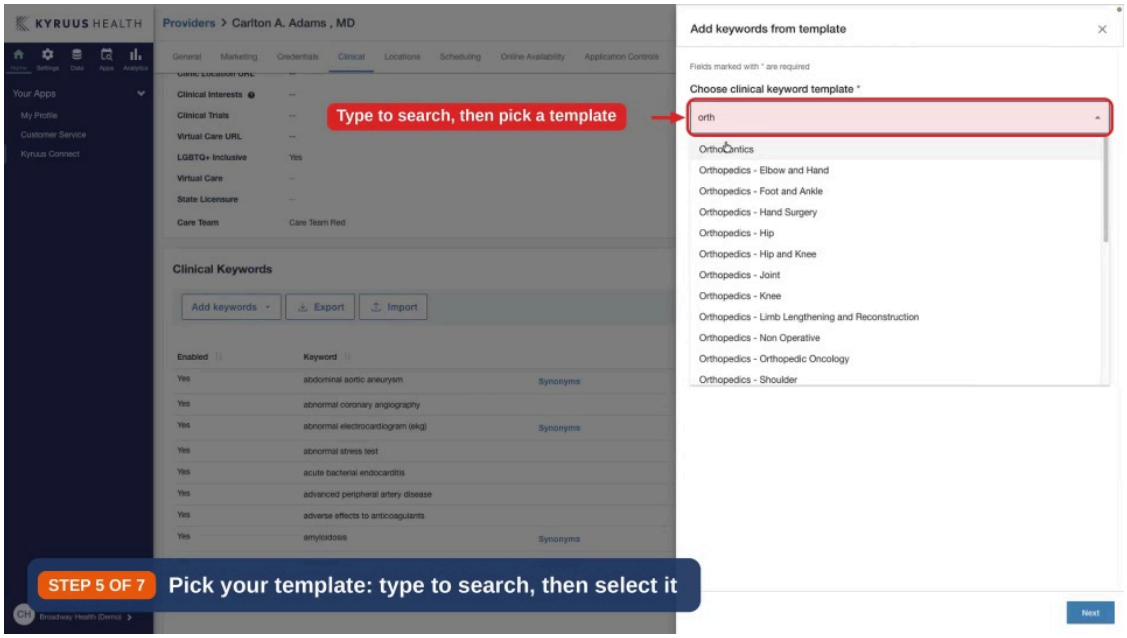
October 1, 2026. Enhancement: Apply a Clinical Keyword Template from the Provider Profile

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.

Clinical Keyword Template Walkthrough



Before this update, applying a template to one provider meant going through the Provider Bulk Edits Tool. 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 is live in Production for all customers. To make the transition seamless, we automatically enabled for roles that already have access to edit clinical keywords or use bulk tools.

For a step-by-step walkthrough, see How to Apply a Clinical Keyword Template From a Provider Profile.

/ Kyruus Connect - Administrator

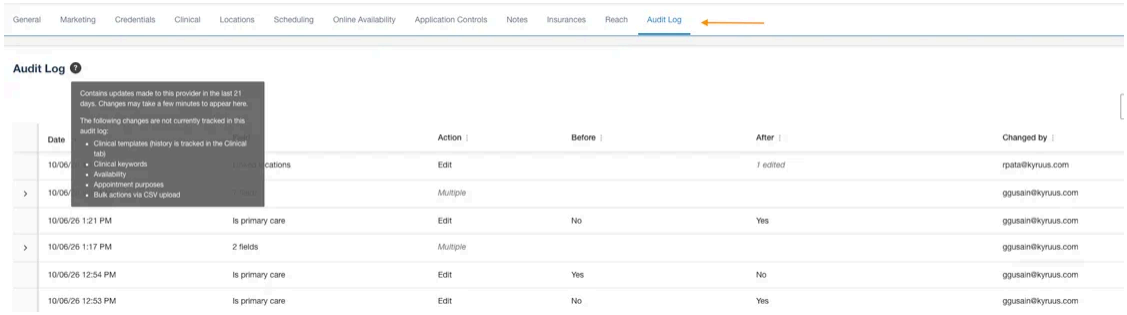
October 15, 2026. Coming Soon: Audit Log Tab in Connect Administrator Provider Profiles

We're adding a new Audit Log Tab to the provider profile in Connect Administrator for all Health System customers. It gives you a clear history of every edit made to a provider's profile, so you can see who changed what and when without leaving the profile.

What's New:

- **Audit Log Tab:** See each change in a table with the date, editor, field, and the before and after values.

- **Most Recent First:** Changes are listed in reverse chronological order, so the latest edits are always at the top.
- **Filters:** Narrow the list by field or by editor to find a specific change quickly.
- **Grouped Changes:** When a single save updates multiple fields, or adds and removes several items in one field, the changes are shown together so the history stays easy to read.
- **Real Time Auditing:** The Audit Log updates in real time and captures edits made through both manual changes in the UI and ingestions, covering the last 21 days of history.



Currently, finding out who changed what in a provider profile takes multiple tabs and clicks. We are simplifying the experience and making it more real time. Starting October 15, users can see who made which changes almost immediately without leaving the provider profile.

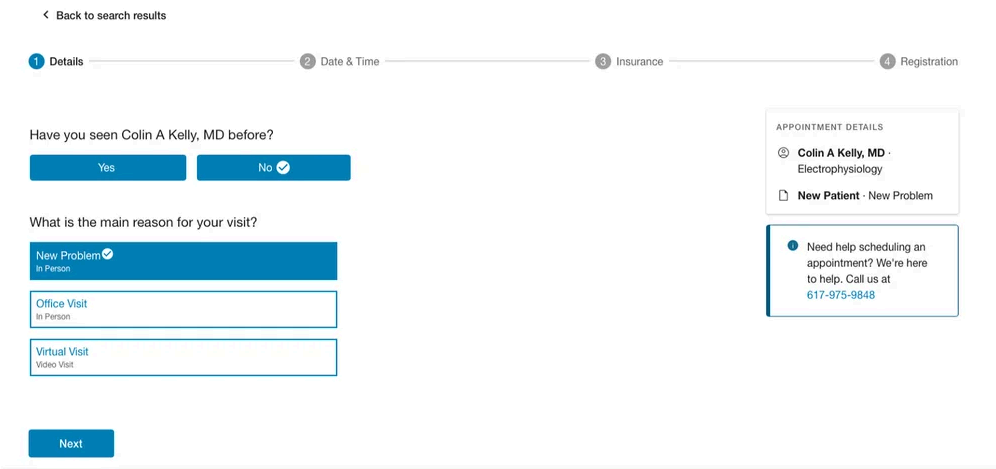
This will be automatically available to all Health System customers on October 15, 2026. No action is needed. For questions, comments, or feedback, please reach out to kyruussupport@revspringinc.com or your customer success partner.

/ Schedule

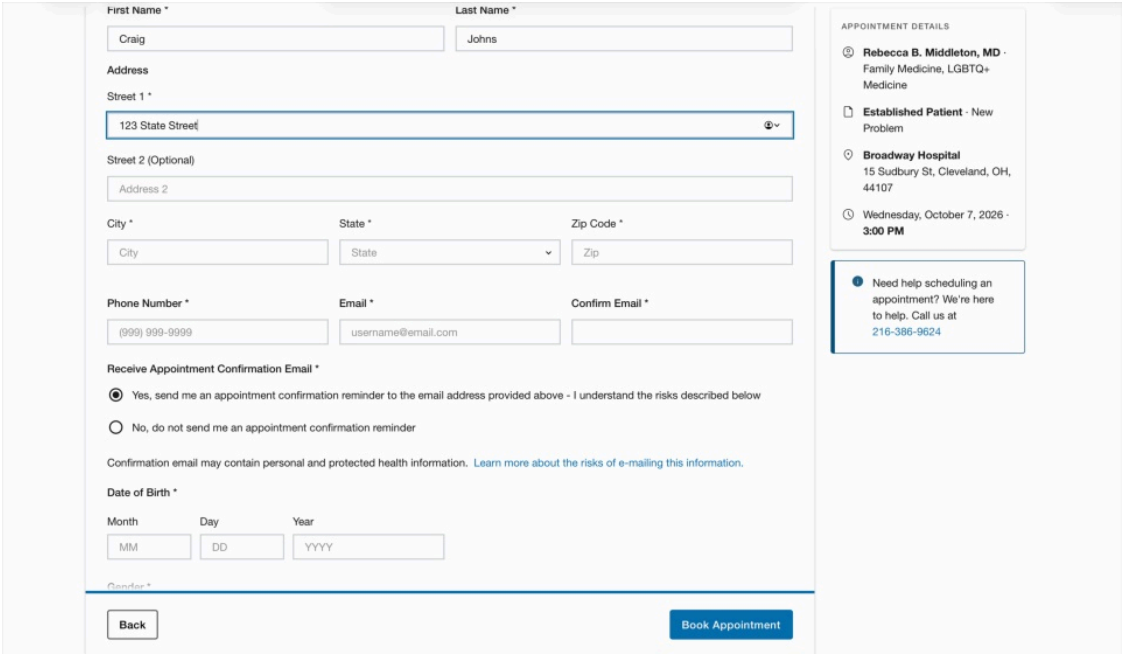
October 7, 2026. Now in Production: Updated Navigation for the Scheduling Flow

We've redesigned the navigation of the scheduling flow to make moving between booking steps clearer and more consistent.

Schedule Navigation Before



Schedule Navigation After Video Walkthrough



What's Changed:

- **New Progress Bar:** The stepper that previously sat above the scheduling content has been replaced with a streamlined progress bar.
- **Sticky, Intuitive Navigation:** Clearly labeled Back and Continue buttons are now contained in an always visible footer, with Back returning patients to the previous step whenever one exists.
- **Consistent Mobile Experience:** The updated navigation works consistently across screen sizes, with prominent, easy-to-reach actions.
- **A More Familiar, Modern Pattern:** The new design aligns our scheduling experience with patterns used across modern healthcare and consumer apps,

reducing the learning curve for patients.

Before this update, the stepper sat separately from the navigation controls, making it harder for patients to track their progress. The new progress bar and sticky footer work together for a simpler, more focused booking experience.

This update is part of our ongoing, iterative refresh of the scheduling experience, with further refinements to come in upcoming releases. No changes are required on your end.

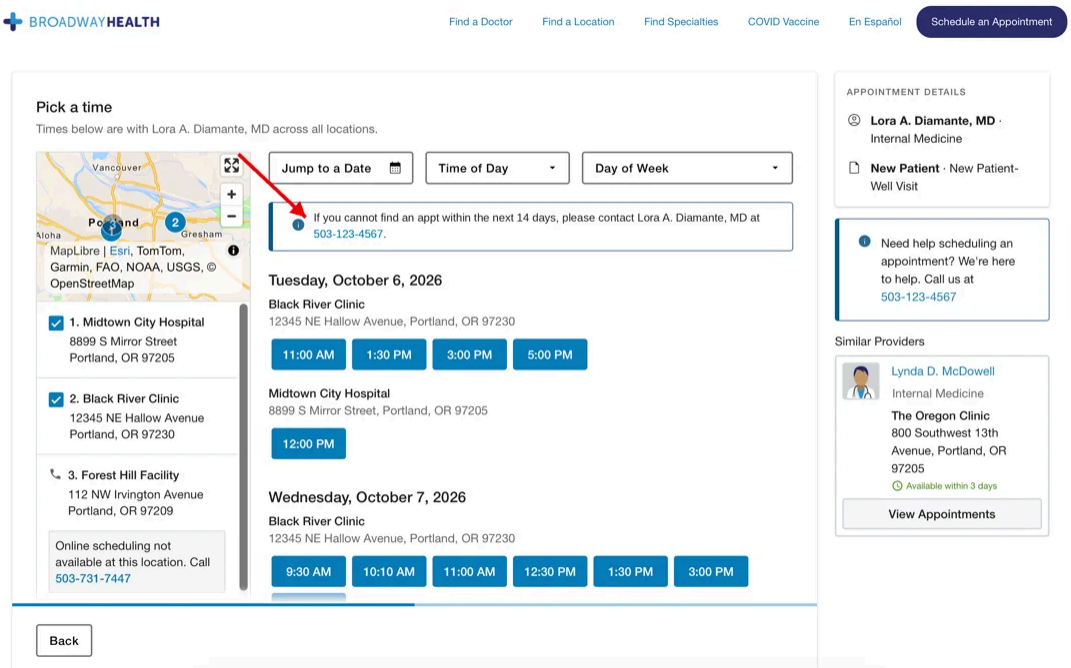
This update is live in Production for all customers.

/ Schedule

October 7, 2026. Now in Production: Conditional Banners on the Appointment Time Step

You can now configure informational banners that appear on the appointment time step of Schedule, based on how a patient answered a specific Pre-Booking Validation (PBV) question.

PBV Banner



What's New:

- **Answer-based messaging:** Configure a banner tied to a specific PBV question and answer. When a patient selects that answer on Step 1, the banner appears on Step 2 (appointment time).
- **Non-blocking:** Banners are purely informational. Patients can always continue booking regardless of what a banner says.
- **Opt-in by design:** Nothing displays unless you've configured a message for that exact question and answer. No configuration means no banner.
- **Stackable:** If a patient's answers trigger more than one configured banner, all of them display together in a single info box, in the order the questions were asked.
- **Dynamic updates:** If a patient goes back and changes their Step 1 answer, the banner updates or disappears to match the new answer.

This supports Single Choice Button question types, including conditional PBV questions that only appear after a patient selects an appointment purpose. It is not available for clinical search or date-of-birth questions, since those answers are free-form and can't be reliably tied to a specific message.

Before this update, there was no way to give patients context based on their specific PBV answers once they moved past Step 1. With conditional banners, you can now proactively set expectations, for example letting patients know to expect a short intake, or where to call if they can't find an appointment, right at the moment it's most relevant.

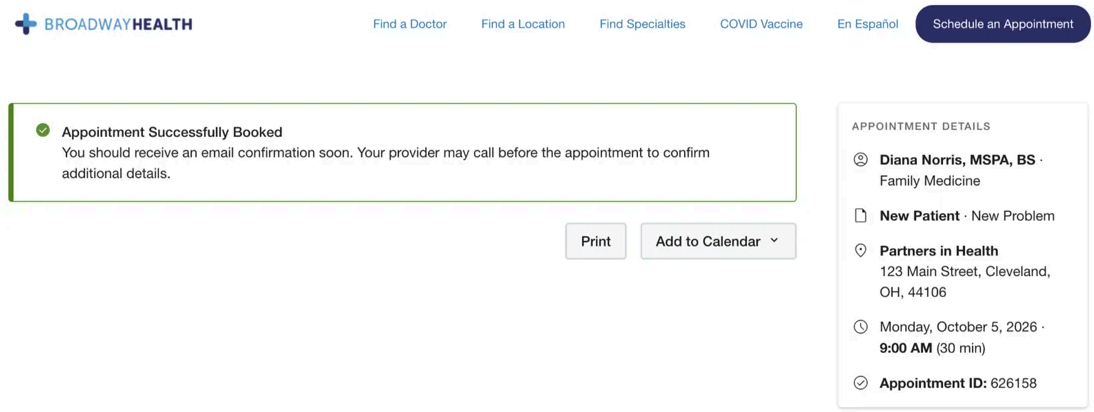
This update is live in Production for all customers. To configure banners, reach out, please reach out to your Customer Success Partner or kyruussupport@revspringinc.com. For more information, please see our Support Article.

/ Schedule

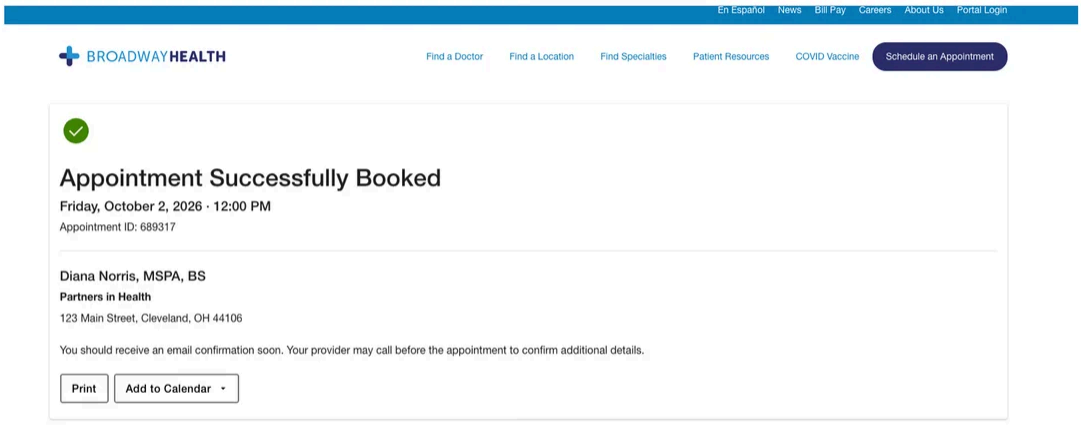
October 7, 2026. Now in Production: Refreshed Appointment Confirmation Page

We've redesigned the appointment confirmation page to give patients a clearer, more organized summary immediately after booking.
Before:

Appointment Confirmation Page Before



Appointment Confirmation Page After



What's New:

- **Simplified layout:** Appointment details now live in a single, streamlined view instead of being split across a separate sidebar card.
- **Date and time up front:** The appointment date, time, and appointment ID are now the first things patients see, right under the confirmation message.
- **Cleaner visual design:** Removed extra icons and visual clutter in favor of a more minimal, modern presentation.

This update is part of our ongoing, iterative refresh of the scheduling experience. You'll continue to see incremental updates across the scheduling flow in upcoming releases, including further refinements to the confirmation page and other steps in the booking journey. These changes are aimed at modernizing the look and feel of scheduling, improving readability, and making the overall experience more intuitive

for patients, without requiring any changes on your end.

This update is live in Production for all customers.

/ Reach: Reputation Management Practices

October 7, 2026: AI Suggested Reply Recommendations

Responding to patient reviews is about to get a lot faster. We're building AI-suggested reply drafts for your Google and Healthgrades reviews, so your team can review and post a response in seconds instead of starting from a blank page.

- **Sentiment-aware drafts:** Each draft reflects the review's star rating and content, so a glowing review gets a thank-you and a tough one gets an appropriate, thoughtful response — never the wrong tone.
- **Your choice of tone:** Pick from Professional (the default), Descriptive, Empathetic, or Friendly before generating a draft.
- **You're always in control:** AI drafts are never posted automatically. Every reply — AI-assisted or not — is reviewed and submitted by your team, with a required confirmation step to help keep sensitive patient information out of public responses.
- **Not the right draft? Regenerate it.** If the first suggestion isn't a fit, you can generate a new one with a single click.

Documentation explaining this functionality can be found here: AI Suggested Reply Recommendations.

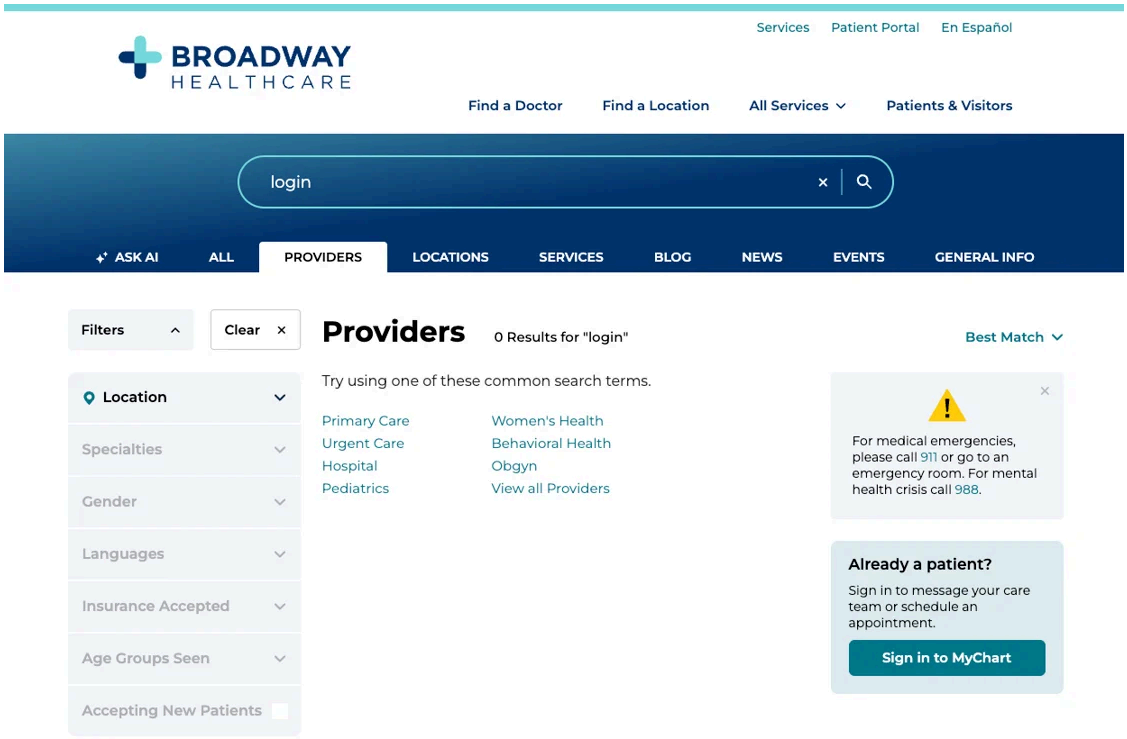
/ Guide for Providers

October 7, 2026: Give Patients a Path Forward on the Zero Results Page

When a patient's search in Guide for Providers returns no results, they now see helpful next steps instead of a dead end — common search suggestions, plus optional guidance and patient portal access. This builds on the zero results page enhancements we recently released in the Provider Directory - now available in Guide for Providers as well.

What's New:

- The Zero Results page now shows Common Searches — clickable links to frequently searched specialties (e.g., Primary Care, Urgent Care, Hospital, Pediatrics, Women's Health, Behavioral Health, OBGYN), helping patients continue their search in one click.
- An optional call guidance panel to display reminders to call for help or emergencies.
- An optional patient portal sign-in panel to prompt returning patients to sign in (e.g., "Sign in to MyChart") to message their care team or schedule directly.



Impact:

- Patients get an immediate next step instead of a dead-end "no results" message.
- Returning patients can bypass searching altogether and go straight to their portal.
- You control whether the call guidance and patient portal panels appear — only common searches is on by default.

Common Searches is automatically enabled with default values — no action needed, though the list of terms can be customized. The emergency guidance panel and patient portal sign-in panel are both opt-in; coordinate with your RevSpring team to enable and configure either one.

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

/ 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 Google and Kyruus on **Thursday, October 22nd at 1:00 PM ET | 10:00 AM PT** to see how AI is changing the way patients search for and choose care. Google will cover how Search, AI Overviews and AI Mode are changing. Kyruus will show what those experiences need from your provider data, and what health systems already publishing accurate data to Google are seeing in kept appointments. You'll leave with three things to check right away, plus live Q&A.

Register for the AI Search Shift Session

Don't forget to check out our Upcoming Events and Past Recordings 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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