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Kyruus Health Systems Product Updates

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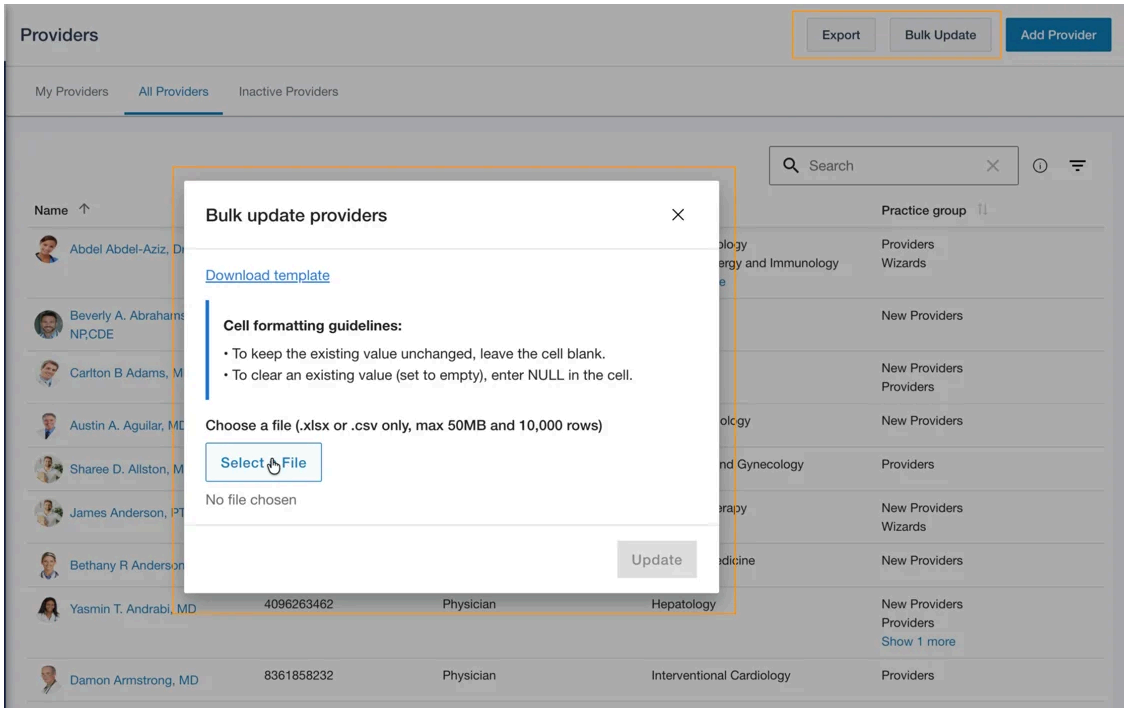
/ Kyruus Connect - Administrator

September 22, 2026. Enhancement: Bulk Export & Update for Provider Data

We've added bulk export and bulk update for provider profiles, so you can manage provider data at scale in a single CSV round trip instead of editing records one at a time.

What's new

- **Export to CSV**: Export provider profile data straight from the Provider List page, filtered to your current search or across all providers, including your custom (XP) fields.
- **Bulk update via CSV**: Edit the exported file and re-upload it to update providers in bulk. Only the columns you actually change are applied.
- **Detailed error reporting**: If a bulk update run hits validation issues, you get a downloadable error file listing the row, field, and reason for each failure.
- **Permission-gated access**: Export requires the providers_bulk_export:access permission, and bulk update requires providers_bulk_update:access. Both default to off given the sensitivity of provider data.
- **Background processing**: Large exports and updates run asynchronously, with an email notification when your file is ready.



Before this update, updating provider data at scale meant editing profiles one at a time in the UI or requesting a one-off script from engineering. This works the same way as our existing location bulk export/update, so if your team already uses that, the provider version will feel familiar.

This update is **live in Production for all customers.**

/ Reach: Reputation Management

September 24, 2026. Generally Available: Direct Links to Original Listings on Review Details

Reviews are now just one click away from their original source.

- **One-click verification:** A "View listing on [Publisher]" link now appears directly on the review details screen, taking you straight to that review's listing on Google, Healthgrades, or Yelp.
- **Opens in a new tab:** The original listing opens in a new browser tab, so you never lose your place in the platform.
- **Available where a URL exists:** The link only appears when a listing URL is available for that review.



Before this update, verifying a review against its original listing meant searching for it manually or copying details over to the publisher's site. With a direct link right on the review, you can confirm details in seconds and get back to managing reviews.

This update is now live for all customers using Reputation Management with Google, Healthgrades, or Yelp listings.

/ Reach: Listings Management

September 24, 2026. Coming Soon: The Listings Management UI: Overview tab

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.

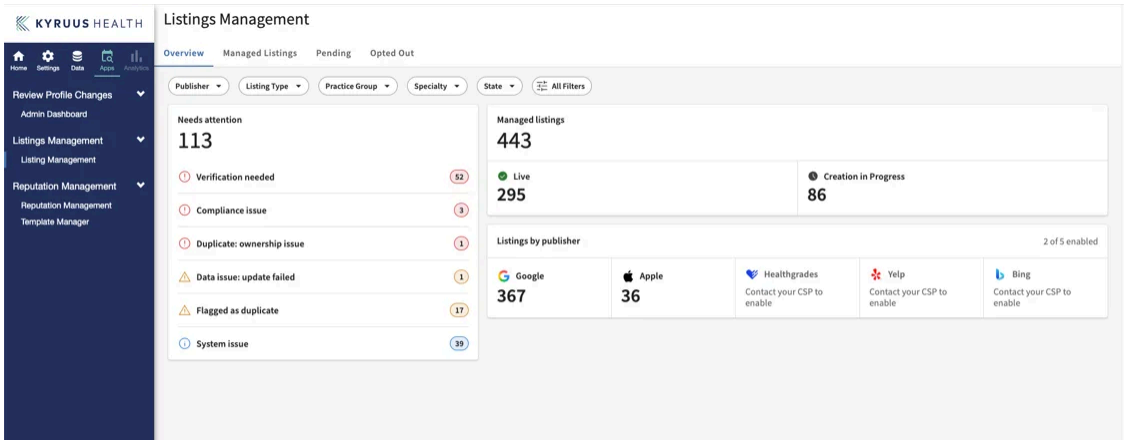
What's new

- **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 their 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

September 24, 2026. Generally Available: Automated Category Derivation for Providers and Locations

We've automated how publisher categories are assigned for providers, removing the need to manually select a category for every provider and publisher.

What's new

- **Automatic category assignment:** Categories for Google, Apple, and Bing are now derived automatically based on a provider's type and specialty, once a provider is enabled for listings management with a given publisher.
- **Specialty aware logic:** The primary category is based on a provider's main listed specialty, with additional categories added for other distinct specialties. If no specialty is present, the system falls back to provider type.

- **Existing values are protected:** If a category already exists for a provider, the system will not overwrite it. This is the key safeguard against triggering unnecessary re-verification with publishers like Google.
- **Manual override warning:** If an admin manually edits a category in Connect Admin, a warning banner will remind them of the re-verification risk before saving.

Before this update, publisher categories had to be set manually for every provider and publisher, which was slow and prone to error as listings management scaled. With automatic derivation, categories are set accurately and consistently without manual effort, and admins are warned before making a change that could trigger publisher re-verification.

This applies to all Health System customers using Listings Management. No action is required from customer admins. This **update is currently in UAT.**

/ Location Data Management Solutions Best Practices

Join our product and customer success experts on **Wednesday, October 14th at 10:00 AM PST | 1:00 PM EST** 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 9:00 AM PST | 12:00 PM EST** 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 10:00 AM PST | 1:00 PM EST** 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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Connect With Us

Kyruus Health, 50 Milk Street, 18th Floor, Boston, MA 02109, United States

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