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Kyruus Health Systems Product Updates

View All Release Notes

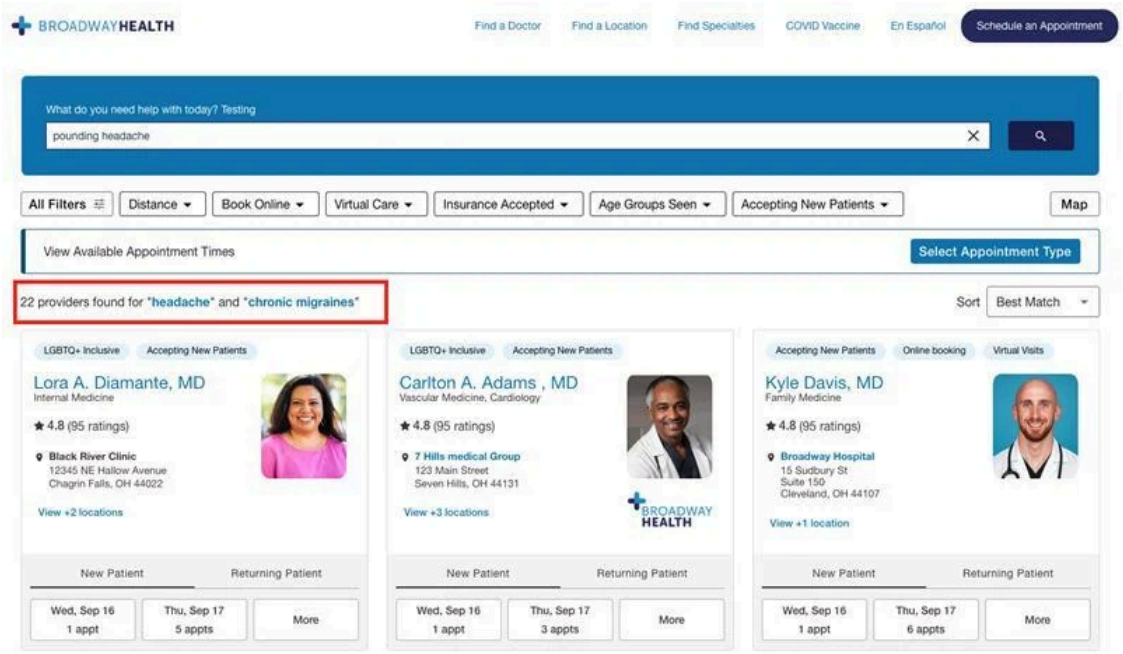
/ Search

Coming Soon: Knowledge Graph (Auto On) rollout — targeting September 30, 2026

We're rolling out the Knowledge Graph to all Health System customers across Provider Directory, Guide for Providers and API-only. This upgrade improves how patient natural language search terms are matched to relevant clinical keywords and specialties, and in Provider Directory, introduces a new feature that shows users exactly which clinical term their search matched.

What's New

- **Knowledge Graph:** Patient search terms are matched to the right clinical keywords and specialties more accurately, even when patients use everyday language. Natural language query examples include: "pounding headache," "bloated belly," "wrist is swollen," or "trouble sleeping"; we surface correct provider results even when the search phrase is not a 1:1 match to an exact clinical term.
- **Search Interpretations in the Provider Directory:** Search results will now explicitly display the matched clinical term(s) above search results. For example, searching "bloated belly" will show results for "abdominal bloating." When more than one term matches, each appears as a clickable link so patients can refine their search in a single click.



Impact

- More relevant search results targeting common, non-clinical language.
- Greater transparency: patients understand why they're seeing the results they see.
- Faster refinement: patients can jump to a related term without retyping their search.

Enablement

Knowledge Graph (Auto On) rollout — targeting September 30, 2026
Knowledge Graph will be turned on automatically for all Health System customers across Provider Directory, Guide for Providers, and API-only.

Search Interpretations, however, works differently depending on the product:

- **Provider Directory (Auto On):** Interpretations is included in this rollout and will be on by default.
- **Guide for Providers (Opt In):** Because Guide for Providers searches a broader range of content than just providers, interpretations is not turned on by default here. It can be enabled specifically for the providers category if you request it.
- **Search API (Not Applicable)**

Questions

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

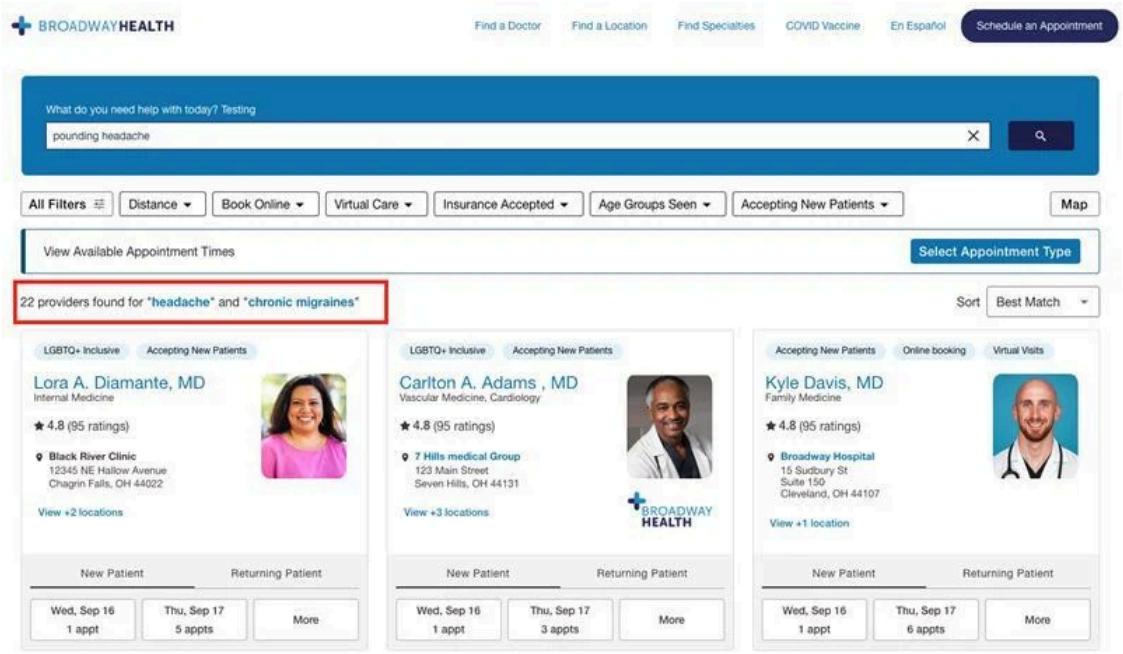
/ Search

September 15, 2026: Enhancements to the Zero Results Page in Provider Directory

The No Results page has been enhanced to give patients a clearer, more actionable experience when a search returns no results. This includes three improvements: new Common Searches suggestions, UI updates, and carried-over filterd so patients have more visibility into why they got no results.

What's New

- The No Results page now shows **Common Searches**: clickable, pill-style buttons linking to specific filtered result sets for frequently searched specialties. The default list includes Primary Care, Urgent Care, Pediatrics, Women's Health, Hospital, Behavioral Health, and See all providers, and can be customized by request.
- If a user had a filter applied, it now carries over to the No Results page as an active filter. This gives patients visibility into why their search had no results and allows them to remove the filter with one click to broaden their search.
- If you have **Suggested Searches** configured, those continue to display above Common Searches when relevant to the patient's search term, now restyled to match the look of Common Searches for a more consistent experience.



Impact

- Patients get an immediate, clickable path forward instead of hitting a dead end and having to guess how to rephrase their search.
- Clearer messaging around location filters helps patients understand why they got no results and easily adjust their search.
- A more polished, consistent look across all "no results" guidance shown to patients.

Enablement

Automatically on for all customers — no action needed. If you'd like to customize your default list of common searches, please coordinate with your support team or submit a ticket.

Questions

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

/ Reach: Listings Management

September 16, 2026. Action Required: Accept Apple's Updated Business Connect Terms by September 29

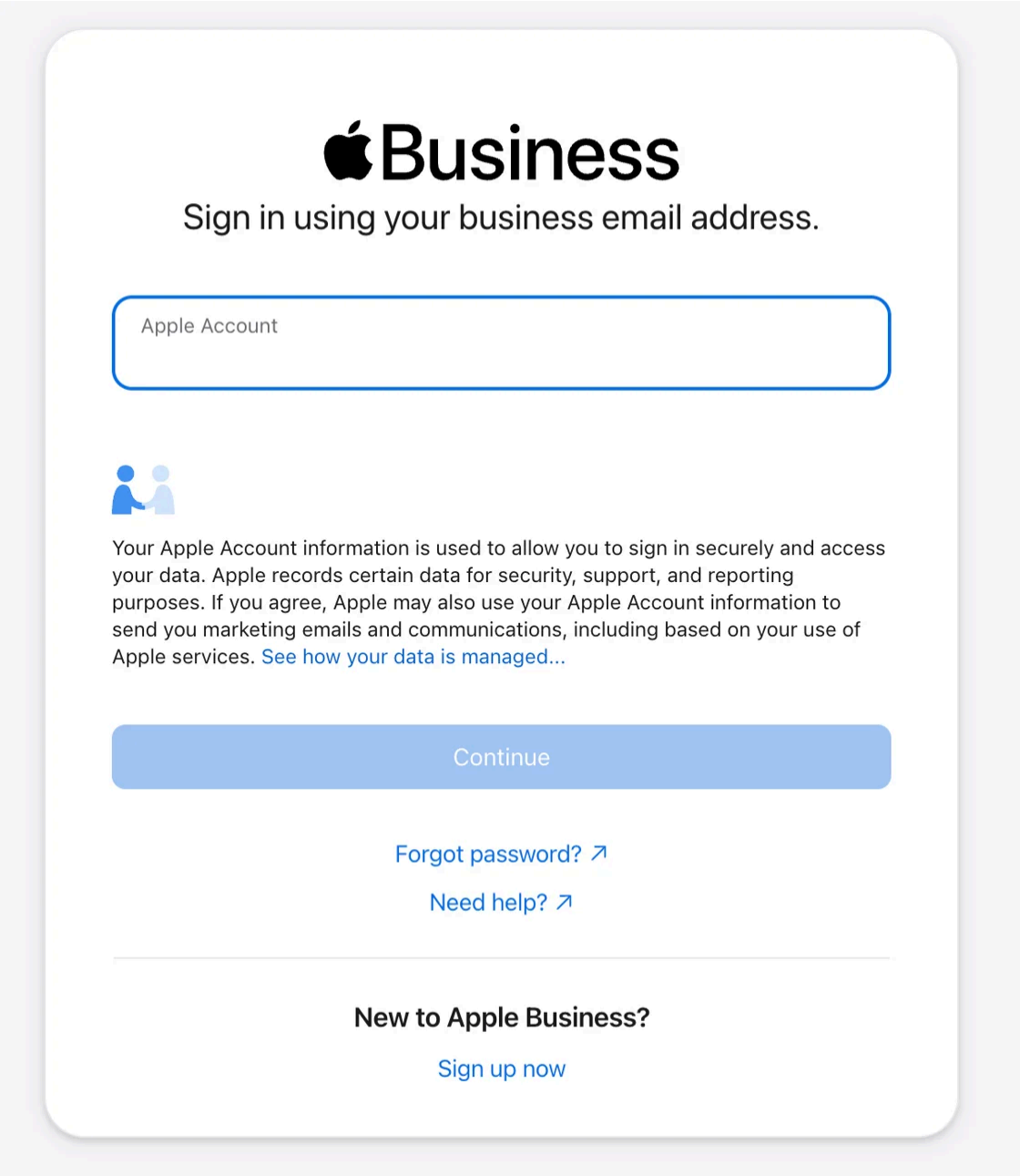
Apple has released updated Terms and Conditions for Apple Business Connect

(ABC), and an administrator on your account must accept them by **September 29, 2026** to keep managing your Apple listings without interruption.

What you need to know

- **What changed:** Apple is requiring all Business Connect account holders to review and accept new Terms and Conditions. This is a change from Apple, not a change to the Kyruus platform.
- **What you need to do:** Have an administrator on your account log in to Apple Business Connect and accept the updated Terms and Conditions before the **September 29 deadline**.
- **Who is affected:** This applies to all customers who manage listings through Apple Business Connect. Each account must be accepted individually by your own admin.

Apple Business Connect Login



Note: Until the updated terms are accepted, Apple will restrict administrator access to the Business Connect interface, which will prevent updates to your Apple listings. Accepting before the deadline ensures your listing management continues without interruption.

/ September Roundtable Recap

September 16, 2026. Roundtable Recap

Thanks to everyone who joined this month's Health Systems Roundtable. Here are the highlights:

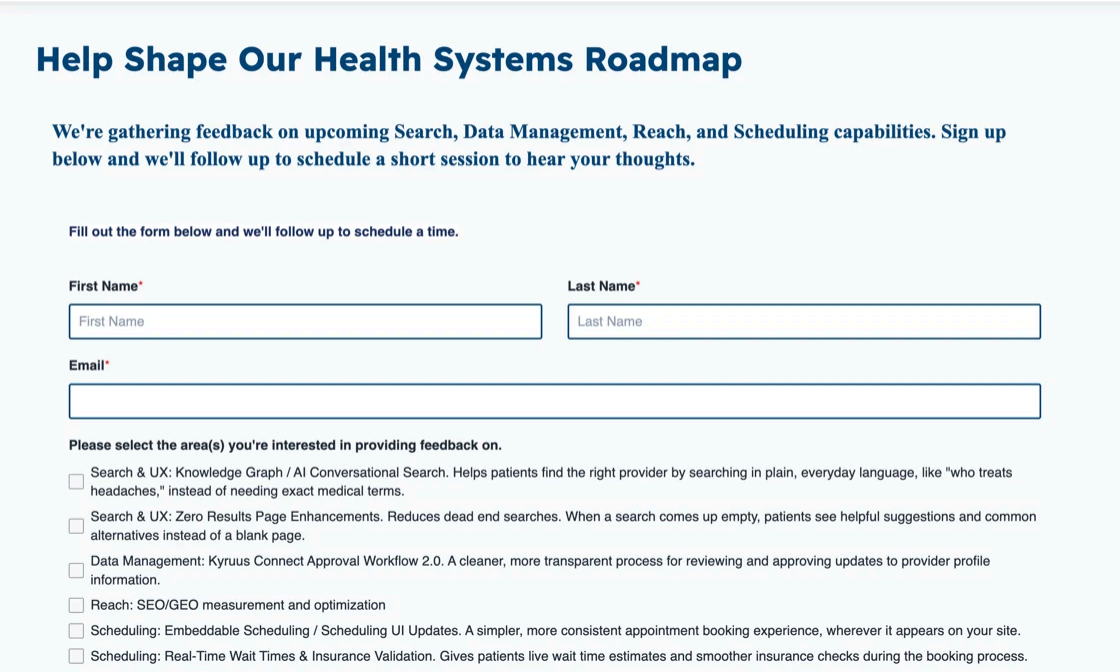
- **Search:** Clinical Interest tags and themed badge colors are now live in Guide for Providers. Knowledge Graph, a clinical mapping layer that boosted search relevancy by 16% in beta, auto enables for all health systems on September 30.
- **Approval Workflows:** A redesigned Approval Workflow 2.0 shows each change as its own row for faster, more granular review.
- **Data Management:** Special and holiday hours plus keyword tagging on locations are coming to LDM customers in the next two weeks, along with the ability to apply clinical templates directly from a provider profile.
- **EHR Integration:** A new lightweight Epic provider data import file is now available for all Epic customers via SFTP.
- **Listings and Reach:** A single UI now manages listings across Google, Apple, Bing, Healthgrades, and Yelp, with a Network Overview dashboard coming soon.
- **Scheduling:** New exit prompts, real time wait time estimates, and an upcoming waitlist feature are designed to reduce drop off and no shows.

For the full session, including slides and the recorded video, go here.

/ Interested in a Feedback Session?

Help shape our roadmap. Sign up and we'll follow up to schedule a short session to hear your thoughts on upcoming Search, Data Management, Reach, and Scheduling capabilities.

REVSPRING



Help Shape Our Health Systems Roadmap

We're gathering feedback on upcoming Search, Data Management, Reach, and Scheduling capabilities. Sign up below and we'll follow up to schedule a short session to hear your thoughts.

Fill out the form below and we'll follow up to schedule a time.

First Name* First Name

Last Name* Last Name

Email*

Please select the area(s) you're interested in providing feedback on.

- ☐ Search & UX: Knowledge Graph / AI Conversational Search. Helps patients find the right provider by searching in plain, everyday language, like "who treats headaches," instead of needing exact medical terms.
- ☐ Search & UX: Zero Results Page Enhancements. Reduces dead end searches. When a search comes up empty, patients see helpful suggestions and common alternatives instead of a blank page.
- ☐ Data Management: Kyruus Connect Approval Workflow 2.0. A cleaner, more transparent process for reviewing and approving updates to provider profile information.
- ☐ Reach: SEO/GEO measurement and optimization
- ☐ Scheduling: Embeddable Scheduling / Scheduling UI Updates. A simpler, more consistent appointment booking experience, wherever it appears on your site.
- ☐ Scheduling: Real-Time Wait Times & Insurance Validation. Gives patients live wait time estimates and smoother insurance checks during the booking process.

Sign up for a Feedback Session

/ 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 Here

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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