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Kyruus Health System Product Updates

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/ Search

August 27, 2026: New "Reach" Fields in the Provider Search API Response
This update to the Provider Search API is now live. We've added new fields to the response (/providers, v9), specifically a new object to each provider exposing standardized Reach data (listings management, monitor & respond, and review generation).

What's New

- A new reach object will appear on each provider in the /providers response, containing:
  - **Provider-level flags:** listings_management, monitor_and_respond, review_generation
  - A publishers array with per-publisher enablement flags and category details (e.g., Google Business Profile, Apple Business Connect, Bing Places, Healthgrades), including primary_category and additional_categories
- These fields are also filterable, so you can query providers by Reach enablement (e.g., providers with listings management enabled for a specific publisher).

Impact

- All customers with Reach enabled will begin receiving this additional data in their /providers responses automatically. The reach fields are populated for customers using Reach — if you're not on Reach today, the object will be present but won't contain enablement data. Adding Reach unlocks this data, giving you a unified view of your providers' listings management, monitoring,

and review generation across major publishers, right alongside your existing Search API data.

- Because the response payload includes new fields, integrations that rely on the /providers response should be able to tolerate new/unknown fields (standard JSON parsing typically does).
- New capability to filter and segment providers by Reach enablement directly through the Search API.

Enablement

Automatically applied — no action required to receive the new fields.

Curious about Reach?

Reach is our Listings and Reputation Management solution Built to help you manage your presence across Google, Apple, Bing, Yelp, Healthgrades, and more from a single platform. If this sounds like something worth adding to your RevSpring lineup, we'd love to set up time to show you what's included.

Questions

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

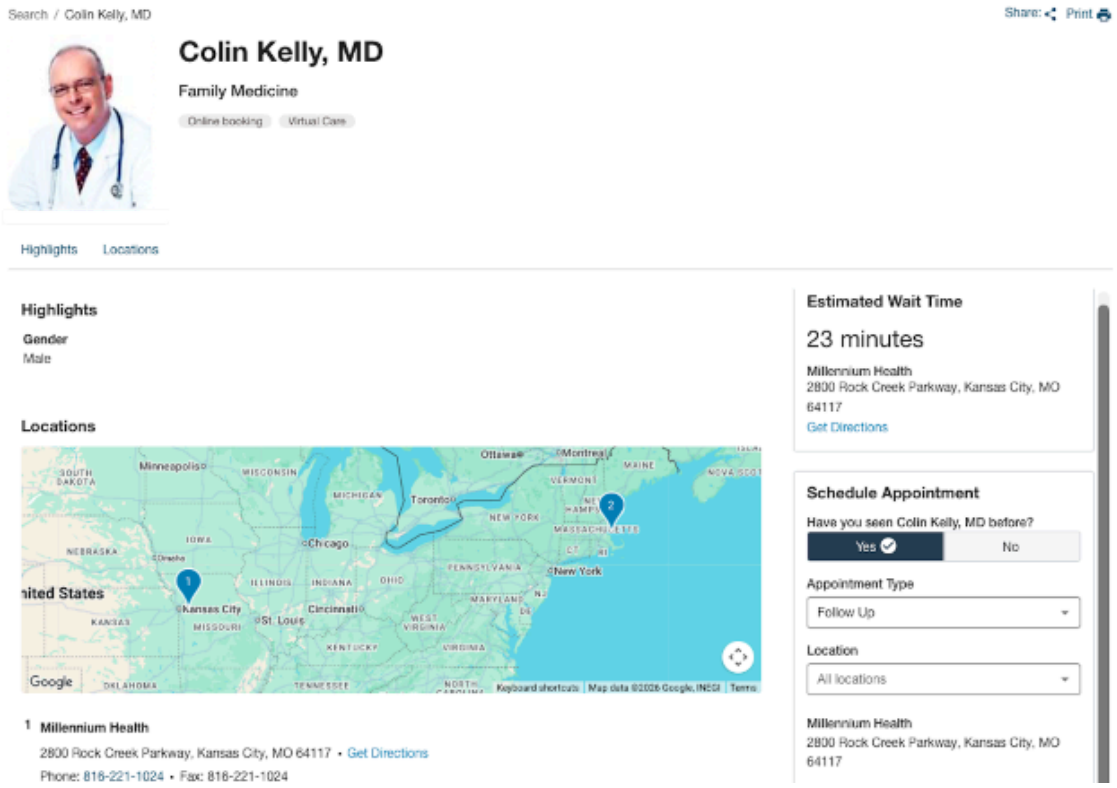
/ Schedule

September 1, 2026. Now in Production: Estimated Wait Times Now Available for Cerner Providers

We've added an estimated wait time display to the provider profile for Cerner customers.

What's New

- **Estimated Wait Time on Profile:** Patients viewing a Cerner provider's profile can now see an estimated wait time, giving them visibility into a provider or location's availability before they arrive.



This is a great use case for urgent care settings, where patients can see how long they might wait and choose the location that works best for them.

This update is now available for all Cerner-based Health System customers. To enable the wait time feature, please reach out to your Customer Success Partner or KyruusSupport@revspringinc.com.

For additional details, see our Support Article.

/ Reach: Listings Management

August 31, 2026: Listings Management UI: "Unspecified Issue" Surfaced for Unclassified Listing Failures

We've added an "Unspecified issue" entry to the Needs Attention drawer so that a listing failure is always visible, even when the underlying reason is one our system does not yet classify.

What's New

- **Nothing Gets Hidden:** When a listing fails to publish or update for a reason we cannot yet map to a specific cause, it now appears as an "Unspecified issue" in the drawer rather than not showing at all.

- **Clear Severity:** Publish failures surface as high priority and update failures as medium, consistent with the rest of the Needs Attention column.
- **Reassurance:** The entry explains that our team is working with the publisher to resolve the issue and that no action is required on your part.
- **Help Link Only When it Helps:** The "Get help resolving data issues" link appears only when the drawer also contains an issue your team can act on. When the Unspecified issue is the only one present, the link is hidden, because resolution is on us.
- **Self-Clearing:** Once the failure no longer occurs on the next sync, the entry clears automatically.

Before this update, a failure our parser does not yet classify had no representation in the product. The listing simply failed, and neither your team nor ours saw a reason for it in the UI. Now every failing listing surfaces something actionable or informative, so you are never left guessing why a listing is not live.
This update is now live in Production for all health systems using Listings Management. It applies to failures from Google, Apple, and Bing.

Note: Kyruus will be working with publisher to identify and resolve the issue. There is **no action required from customers,** and we will reach out to you directly if we have any questions.

/ Reminder: Upcoming Best Practices Session

Join us for our next Health System best practices session, where we'll cover Guide for Providers and Provider Directory best practices - including how the two products work together, key differences to help you position the right solution, and a live demo of different configuration scenarios.

Session Details

- **Date:** Wednesday, September 9th
- **Time:** 9:00 AM PST | 12:00 PM EST
- **Topic:** Guide for Providers & Provider Directory Best Practices
- 🔗 **Sign Up for the Session** - Register for the upcoming session.
- 📼 **Access Previous Recordings** - Catch up on anything you missed.

/ September Roundtable

Join our product and customer success experts on **Wednesday, September 16th at 9:00 AM PST | 12:00 PM EST** for our monthly Health System Roundtable to hear about upcoming enhancements, roadmap highlights, and opportunities.

Register for the September Roundtable

Looking forward to seeing you there! The recording will be distributed here.

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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