View in browser

Kyruus Health System Product Updates

View All Release Notes

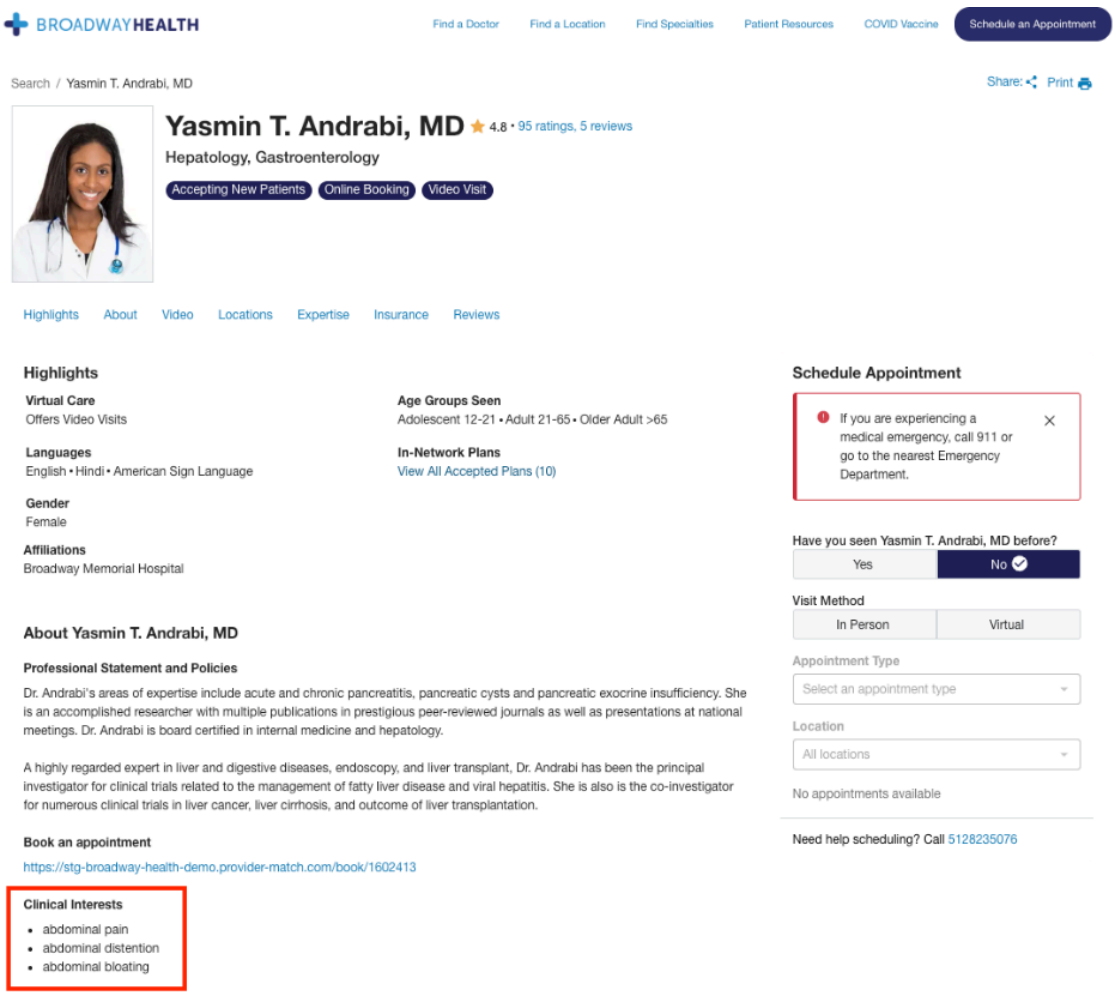
/ Search

July 22, 2026. Show Clinical Interests on Provider Profiles Using Managed Keywords

You can now display Clinical Interests on provider profile pages sourced directly from your managed keywords. Clinical Interests appear in the About section of the profile, giving patients more insight into each provider's areas of focus, while keeping the values consistent with the keywords patients already search on.

What's New

- Designate any keyword as a "Clinical Interest" in Connect Admin under the Clinical Tab.
- The clinical keywords toggled on for clinical interest will display as a bulleted list in the About section of provider profiles.
- Customers with an existing free-text clinical interests field will continue to see it on the profile.



Impact

- Clinical interests shown on profiles stay aligned with your managed keyword library, reducing mismatches with how patients search.
- Less manual upkeep than maintaining clinical interests as free text.
- More complete, consistent provider profiles for patients.

Enablement: To utilize Clinical Interests keywords, work with your CSP to mark your desired keywords as "Clinical Interest" in Connect Admin and enable the display on relevant provider profiles.
Questions: For questions, please reach out to kyruussupport@revspringinc.com or your customer success partner.

/ Search

July 22, 2026. Specific Booking Options on Provider Result Cards

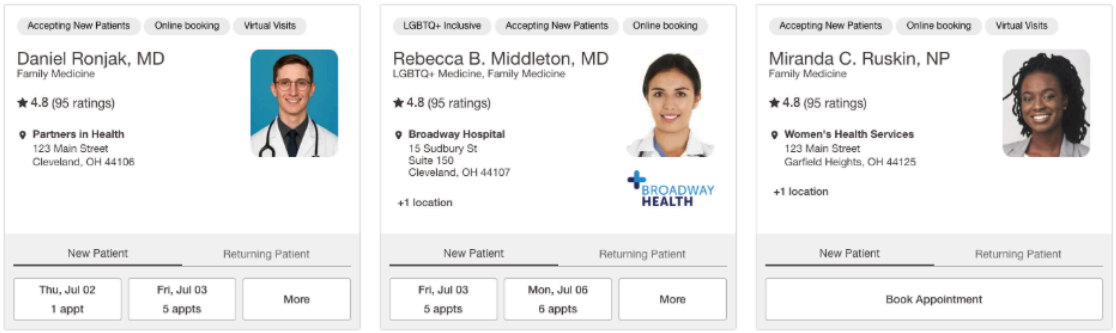
Booking calls-to-action now show the relevant scheduling option right on the provider result card. Instead of a generic "Book Appointment" button, patients see

the specific action they need to take from the very first click. This applies to health systems on grid-view using the new modern UI.

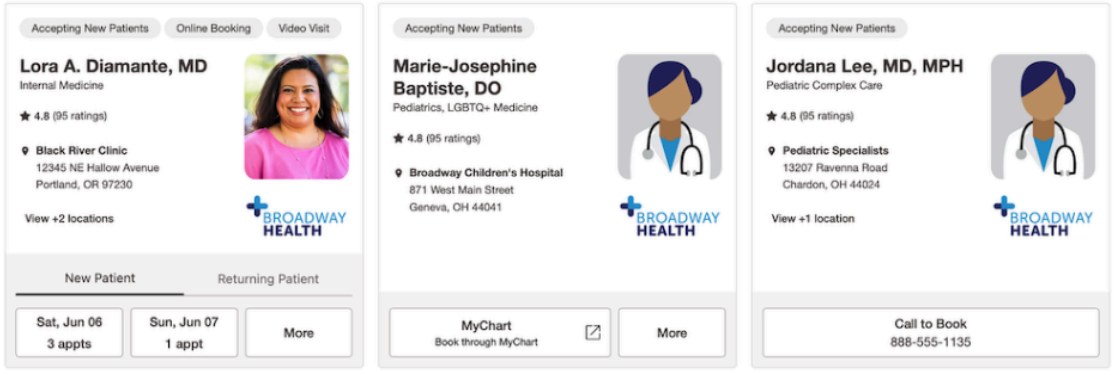
What's New

- **Available appointment times** (unchanged): when online booking is supported, open time slots display directly on the card.
- **"Call to Book [phone number]"**: when online booking isn't available for that patient type, patients immediately see they need to call.
- **Portal login CTAs**: when scheduling requires logging into MyChart or another configured external booking option, patients are linked directly to it.
- A **"More"** button alongside the default action when additional scheduling paths exist. Selecting More opens the scheduling drawer with all configured booking options.
- CTA text remains fully customizable, and your existing booking configurations are used as-is.

Before



After



Impact

- Fewer clicks - patients reach the correct booking path immediately.

- Faster booking and less confusion for both new and established patients.
- CTA language now reflects each provider's actual booking configuration per patient type (new vs. returning).
- Sets the right expectation up front, eliminating the dead-end experience of starting the scheduling flow only to discover a call is required.
- No change to underlying booking capabilities - this simply surfaces your existing configurations more clearly.

Enablement: This is **automatically on for health systems on grid view** with the new UI enabled - **no action needed.** The feature uses your existing booking configurations, and CTA text stays customizable.

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

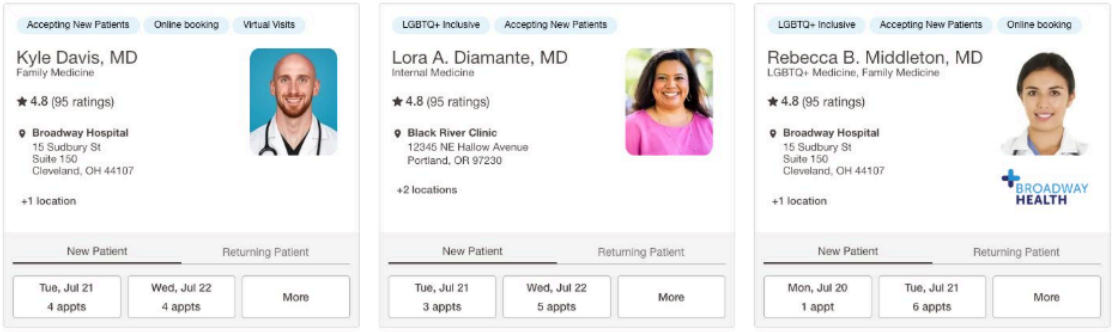
/ Search

July 22, 2026. Clearer, More Accessible Links on Provider Result Cards
Links on provider result cards (grid view) are now easier to recognize as clickable, and you have more control over how they look. This makes cards more intuitive for patients and helps you meet accessibility standards, especially when you customize card colors.

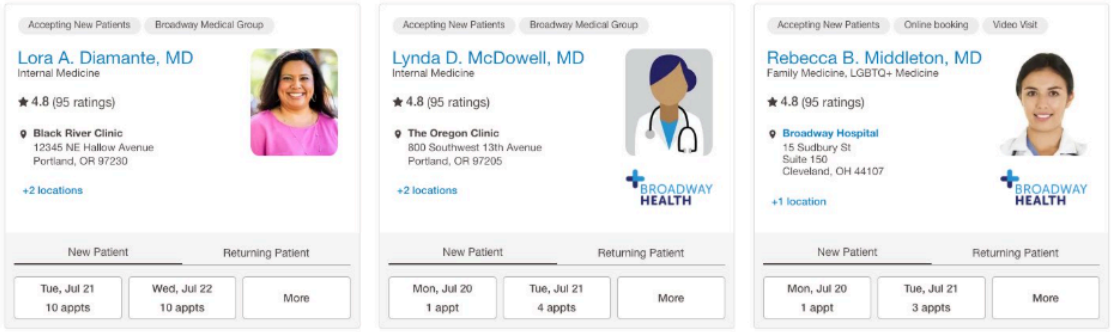
What's New

- Card links now display in your standard link color by default, so they read clearly as clickable.
- A new option lets you set a dedicated link color for cards — useful when you've customized the card background and your standard link color isn't accessible against it.
- A new option lets you turn on underlined links on cards.
- You can also keep the previous look, where links match the surrounding card text color.

Before



After



Impact

- Patients can more easily tell which elements on a card are clickable.
- Greater flexibility to keep card links accessible when customizing card background or link colors.
- Underlined links offer an accessible-by-design option: when a compliant link color isn't achievable against your background, underlining keeps links distinguishable from surrounding text without relying on color contrast alone.

Enablement: This is **automatically on with sensible defaults** (standard link color, no underline). The **dedicated card link color and underline options are opt-in** customizations. Coordinate with your RevSpring team to adjust them, most commonly alongside card background changes.

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

/ Reach: Reputation Management

July 23, 2026. Reviews Table Updates

We've updated the Reviews table's default sort order and column layout to help you get to what matters faster.

- **Newest reviews sort first:** When you load the Reviews page with no active sort selected, reviews now display newest first instead of oldest first. If you've already sorted by another column, such as Rating, that selection is respected exactly as before.
- **Updated default column order:** The default column order is now Date, Source, Provider, Location, Sentiment, Review Status, Reply Status, Rating, Reviewer, and Review Text, with all columns visible. This new order only applies if you haven't already customized your own column layout.

Before this update, the Reviews table loaded with the oldest reviews at the top and an older column arrangement, so you had to scroll, re-sort, or hunt for key details, especially on smaller screens. Now the most important information is front and center by default.

As a reminder, you can also hold-click (click and hold) any column header and drag it to reorder columns however you'd like. This update is **now live in Production** for all customers.

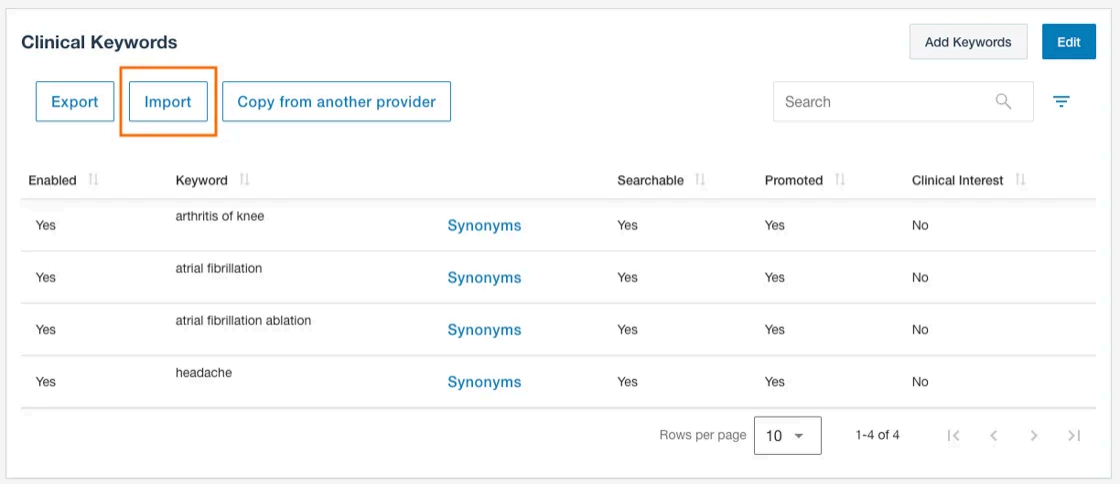
/ Kyruus Connect - Administrator

July 22, 2026. Enhancement: Update Clinical Keywords for Providers via CSV Upload

Connect Admin users can now update a provider's clinical keywords by uploading a CSV, instead of editing them one at a time in the UI table.

What's new

- Export a provider's current clinical keywords, edit individual flags in the CSV, and re-upload to apply changes
- New keywords in your CSV are added to the provider's profile, existing keywords are updated to match the CSV, and any keyword left out of the file remains untouched
- Built-in cascade rules keep flags consistent. Marking a keyword not searchable also turns off promoted and clinical interest, and disabling a keyword entirely turns off all three
- If anything in the file has an error, nothing is saved, so you can fix and re-upload without partial updates



Impact: Updating a long list of clinical keywords for a provider used to mean editing each one individually in the UI. Now you can export, make all your edits in a spreadsheet, and re-import in a single pass.

This update is **now live for all customers.**

/ Kyruus Connect - Administrator

July 22, 2026. Enhancement: Improved Search Bar UX for Long Text on Provider List Page

Connect Admin users can now type and review long search queries in the Provider List search bar without losing track of what they've entered.

What's new

- While typing, the search field now scrolls horizontally so your cursor and most recent characters stay visible, even with long queries
- Once you click away, the query displays from the beginning with an ellipsis if it's too long to fit
- Clicking back into the field gives you full access to the text again, with your cursor placed for editing

Impact: Long search queries used to get cut off with no way to confirm what you'd typed, which led to guesswork and repeated re-entry. Now you can see and edit your full query with confidence, whether you're actively typing or coming back to review it.

This update is **now live for all customers.**

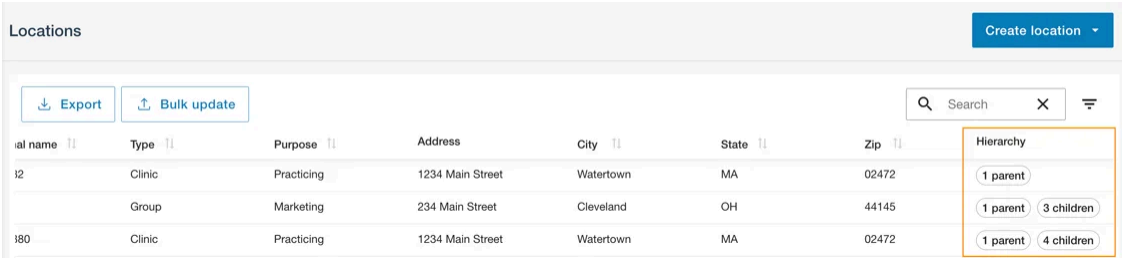
/ Kyruus Connect - Administrator

July 9, 2026. LDM Enhancement: Parent/Child Count Indicator on Location List Page

The Location list page now shows parent and child location counts right on each row, so you can spot hierarchy relationships without opening every profile.

What's new

- Each row now shows a count chip for parents and a separate chip for children (for example, 2 Parents, 5 Children) when a location has hierarchy relationships.
- Locations with no hierarchy relationships show nothing in this column, no clutter.
- If a location only has parents or only has children, you'll see just the one relevant chip.
- Clicking either chip opens the Hierarchy tab of that location's profile in a new browser tab, so you can dig in without losing your place on the list.



Impact: Checking a location's hierarchy used to mean opening each profile one at a time and clicking into the hierarchy tab. Now you can see it right from the list and jump straight to the details you need.

This update is **now live for all customers.**

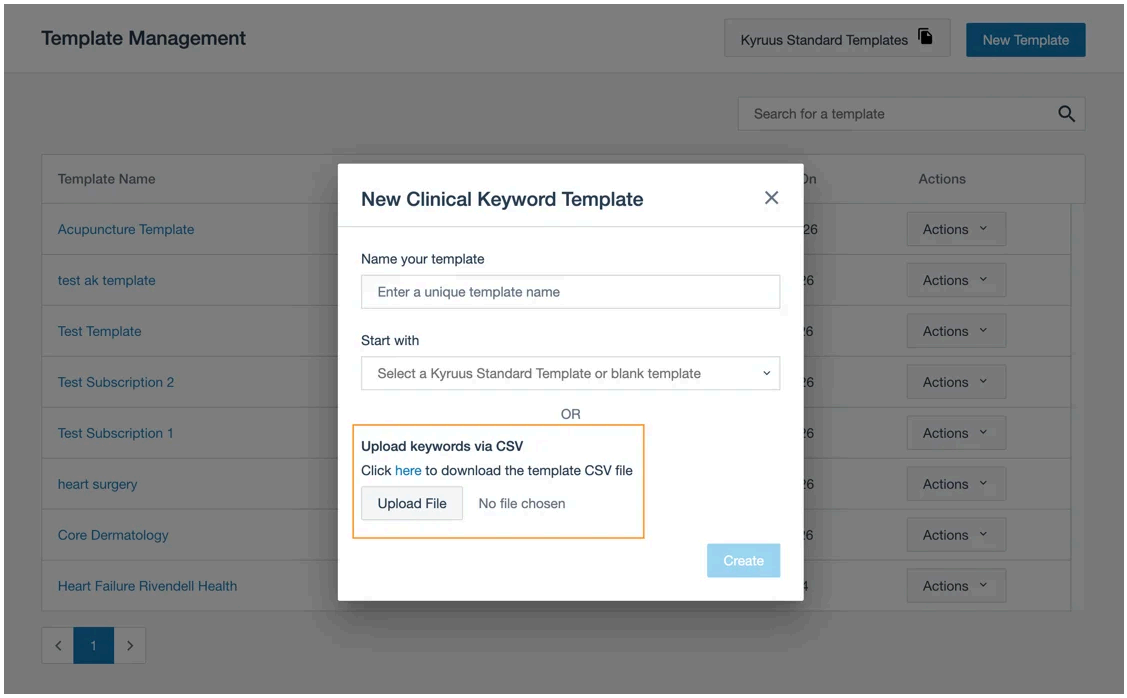
/ Kyruus Connect - Administrator

July 9, 2026. Connect Admin Clinical Enhancement: CSV Upload to Create Keyword Templates

Template Management now supports creating clinical keyword templates by uploading a CSV file, instead of toggling each keyword on manually.

What's new

- Upload a CSV with the keyword names for a template and the system builds it for you. The CSV format is consistent with the exported file of templates
- Every keyword name is checked against the Kyruus clinical library before the template is created. If any names don't match, you get a clear list of what to fix, nothing is applied until the file passes.
- Only .csv files are accepted. Any other format is rejected immediately with an error, no changes made.
- Every upload is logged in the audit trail (user, timestamp, keywords toggled on/off), same as manual template creation



Impact: Building out templates for a full service-line rollout used to mean clicking through hundreds of templates by hand. Now you prepare your keyword list in a spreadsheet and upload it once per template, cutting hours of work down to minutes.

This update is **now live for all customers.**

/ Health Systems Clinical Configurations Best Practices

Join our product and clinical experts for a best practices session on Clinical Configurations, designed for Health Systems clients.

We'll cover:

- High-level overview of new features
- Template management best practices
- Provider clinical maintenance best practices

Session Details:

- **Date:** Monday, August 3rd
- **Time:** 3:00 PM EST | 12:00 PM PST
- **Topic:** Health Systems Clinical Configurations Best Practices
- 🔗 Register for the Session - Register for the upcoming session.

/ August Roundtable

Join our product and customer success experts on **Wednesday, August 19th 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 August 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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