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Kyruus Health System Product Updates

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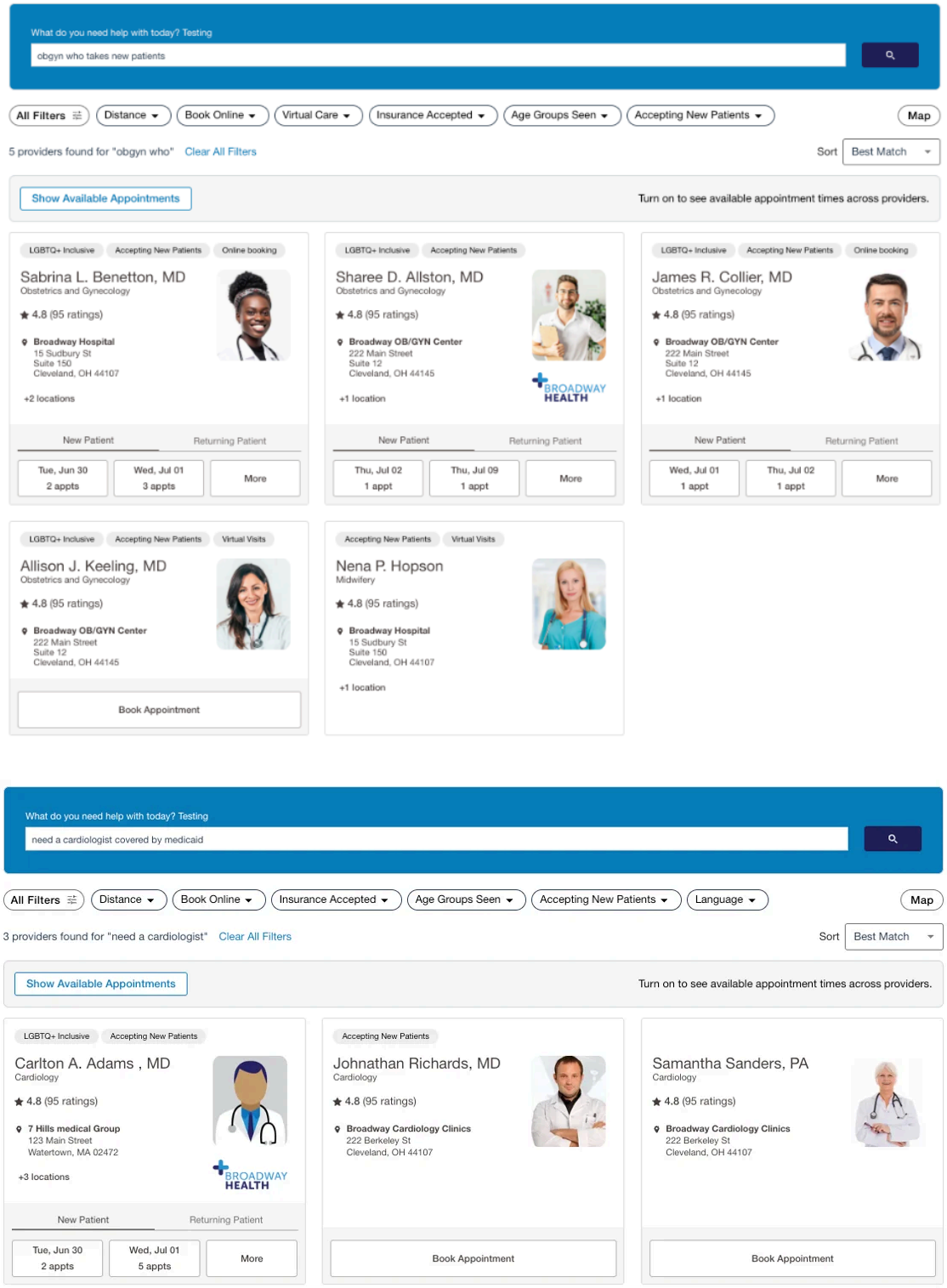
/ Search

June 30, 2026. Provider Search NLP Enhancements: Provider Availability & Insurance

We've updated our NLP (Natural Language Processing) engine with expanded provider availability and insurance acceptance directly from a free-text query. Patients consistently get correctly filtered, relevant results from a variety of natural language queries without having to apply filters separately.

What's New

- **Availability Intent, "accepting new patients":** Search recognizes expanded natural language queries for a patient looking for a provider who is taking new patients.
    - Recognized phrases include "accepting new patients," "taking new patients," and "open to new patients."
    - Detection is case-insensitive and tolerant of wording variations (e.g., singular "new patient," and forms like "takes new patient").
    - The availability phrase is removed from the clinical term so it does not interfere with keyword matching.
- **Insurance Acceptance, "takes / accepts / covered by [insurance]":** Search recognizes additional natural language queries that surface providers who accept a specific insurance plan.
    - Recognized patterns include "who/that takes [insurance]," "who/that accepts [insurance]," "who/that covers [insurance]," and "covered by [insurance]."



Impact

- More consistent results for natural language queries mentioning availability or insurance
- Allows patients to type more complex queries directly in the search bar without having to toggle on filters

Questions

There is no action required by clients or internal teams; this behavior is automatically available within Search. For questions, please reach out to kyruussupport@revspringinc.com or your customer success partner.

/ Search

June 30, 2026. Released: Expanded AI Crawler Allowlist for Greater GEO Visibility

To keep pace with the evolving AI search landscape, we have added three specialized crawlers to our default allowlist. These agents handle real-time, conversational AI queries meaning they're active when a patient asks ChatGPT or Claude a question directly, not just when those tools are indexing the web.

The following agents have been added

- ChatGPT-user
- ClaudeBot-user
- Claude-SearchBot

These join our existing default allowlist

- Googlebot
- Bingbot
- Slurp
- DuckDuckBot
- ClaudeBot
- GPTBot
- Meta-ExternalFetcher
- OAI-SearchBot
- PerplexityBot

Note: if you have already configured a custom list of permitted crawlers, existing selections will be respected. If you would like to opt out of the new agents being added above, please reach out to kyruussupport@revspringinc.com or your customer success partner.

/ Search

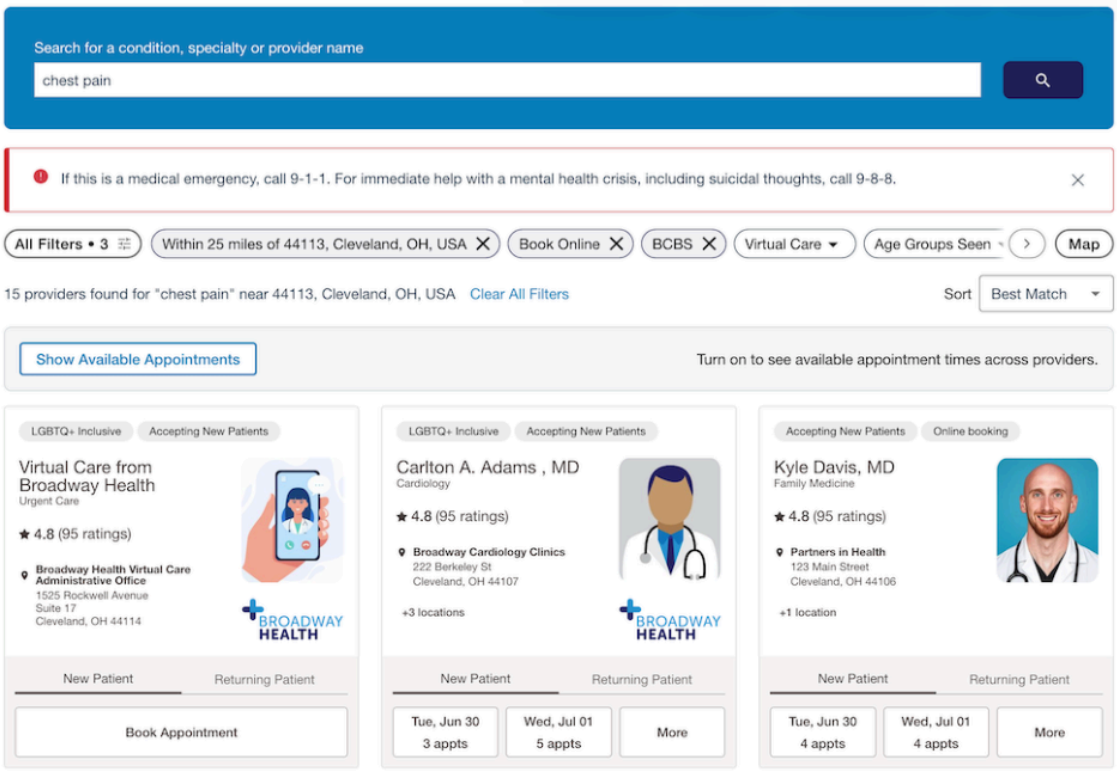
June 30, 2026. Released: Provider Directory Search Filters Enhancement

We've enhanced the filters UI on the provider search results page, making it more intuitive for patients to filter search results.

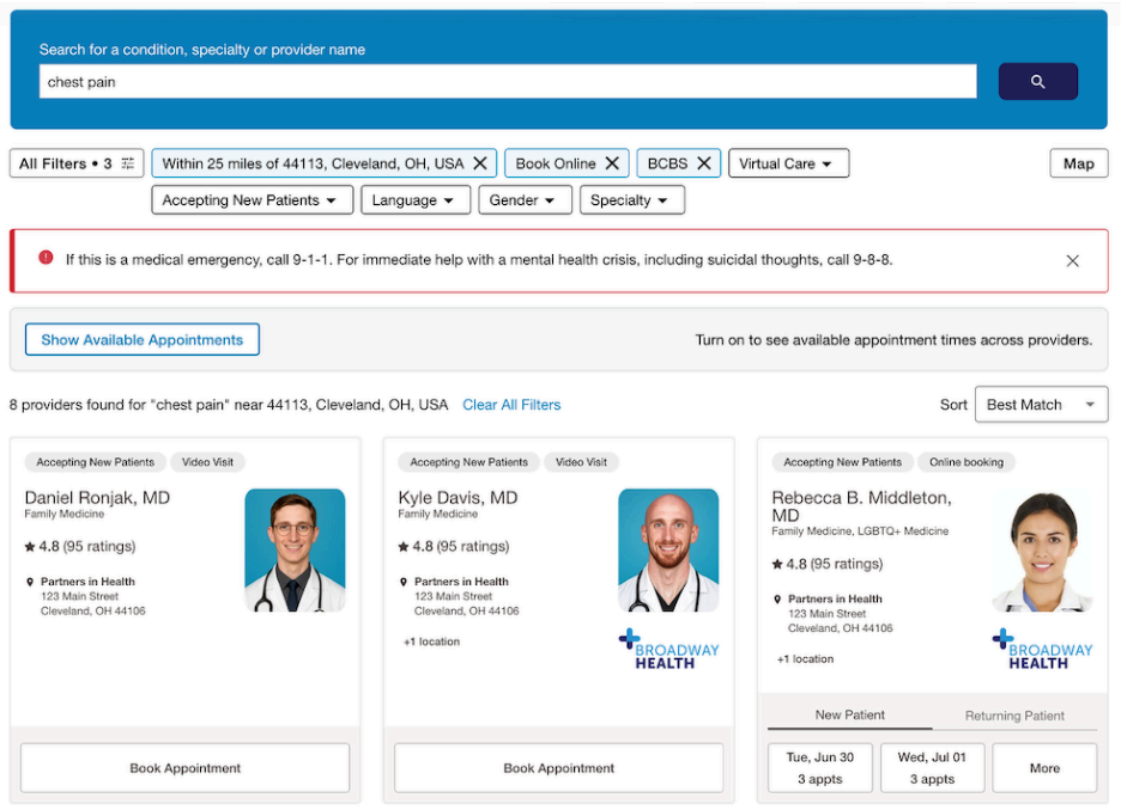
What's New

- **Filters moved up, closer to the search bar:** The filter row (Distance, Book Online, Accepting New Patients etc.) now sits directly beneath the search widget, tightening the connection between searching and refining results.
- **Filters restyled as rounded rectangles:** Each filter now uses the same rounded-rectangle treatment as the other buttons on the page for consistency.
- **Filters wrap instead of scroll:** When filters exceed the page width, they now wrap onto a new line to stay fully visible.

Before



After



There is no change to filter behavior, search logic, or results; this is a layout and styling change only. This update has been deployed for all health systems currently using the Provider Search Directory.

Please reach out to kyruussupport@revspringinc.com or your customer success partner with any questions.

/ Schedule

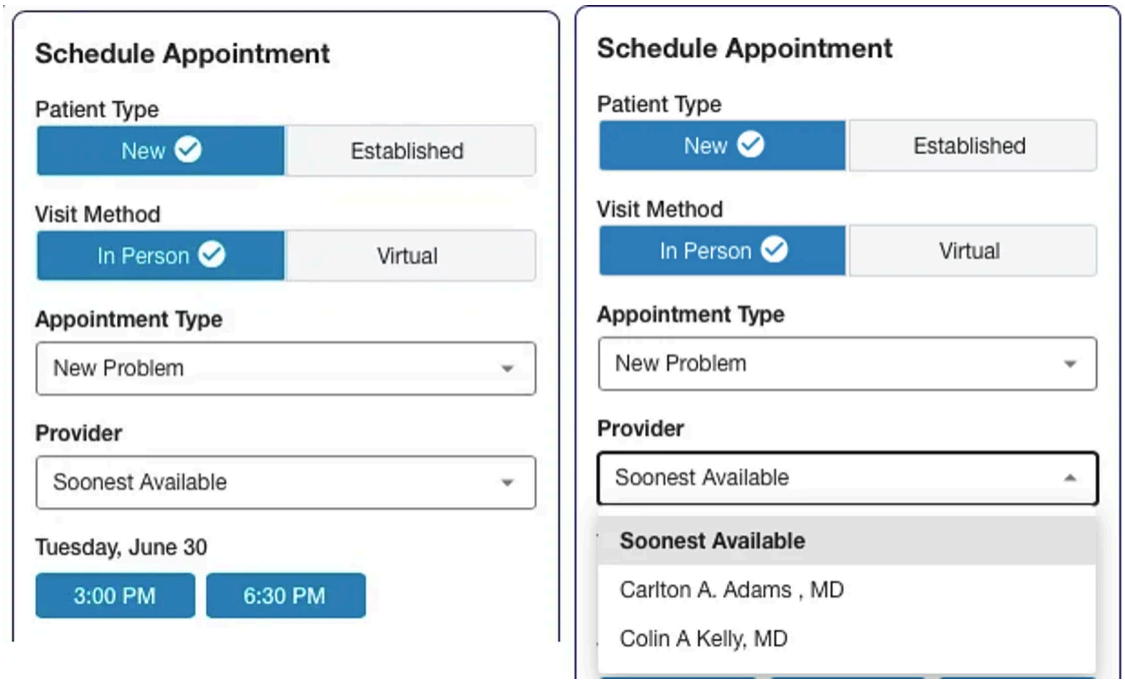
July 2, 2026. Generally Available: Aggregated Appointment Scheduling for Location Pages

We've introduced Aggregated Availability, a new scheduling experience that surfaces a consolidated view of open appointment slots across all providers at a location directly on a location page.

What's New:

- **Location-level scheduling widget:** A new scheduling widget can be added to a location page. Patients can filter available appointments by patient relationship, visit method, and appointment type, then view a unified grid of available slots without browsing individual provider profiles.

- **"Soonest Available" default:** The widget defaults to showing the earliest open slot across all eligible providers at the location. Patients can also switch to a specific provider if they have a preference.
- **Smart provider assignment:** When a patient selects a "Soonest Available" slot, the system automatically assigns a provider using round-robin logic. The assigned provider's name is displayed clearly once the user enters the booking flow.
- **Deduplicated slot display:** When multiple providers are available at the same time, only one slot is shown for that time, keeping the grid clean and easy to navigate.



The location-level scheduling widget. Patients filter by patient relationship, visit method, appointment type, and provider to see a unified grid of open slots (left); the Provider menu defaults to "Soonest Available" but can be expanded to choose a specific provider (right).

Aggregated Availability coexists with the existing provider list on the location page and does not replace it.

This update is now available for all health system customers. To enable Aggregated Availability for a location, please reach out to your Customer Success Partner or kyruussupport@revspringinc.com. For additional details, see our Support Article.

/ Schedule

June 30, 2026. Generally Available for Configuration: Complete Language Translation for Scheduling

We've expanded internationalization support across several key areas of the scheduling experience, making it possible to translate appointment purposes, localize dates and times to the correct format, and localize accessibility.

What's New:

- **Appointment purpose translation:** Appointment purposes displayed in Schedule now support translation.
- **Date and time localization:** Dates and times can now be configured to display in the correct format for the patient's selected language.
- **Accessibility localization:** Screen reader labels (ARIA attributes) that were previously hard-coded in English can now be translated into other languages.

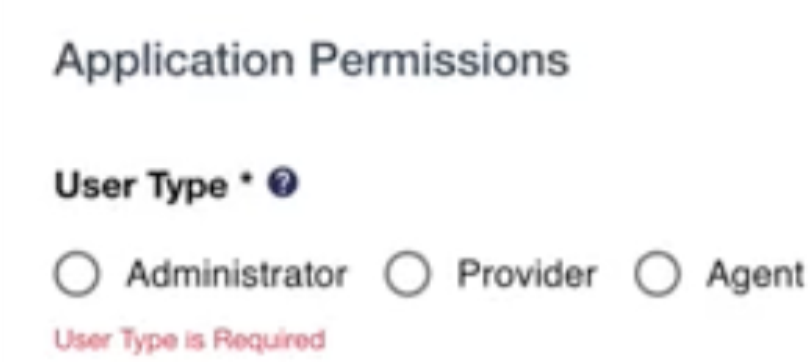
This update is now available for schedule customers. This update is not enabled automatically. To add translations to your alternative language instance of schedule, please reach out to your Customer Success Partner or kyruussupport@revspringinc.com. For these specific translations, customers are responsible for providing the approved language.

/ Kyruus Connect - Administrator

June 29, 2026. Enhancement: User Type No Longer Pre-Selected When Creating a New User

When creating a new user account in the User Management tool, the **User Type** field is no longer pre-selected. Before, it defaulted to “Provider,” which sometimes led to the wrong user type being chosen, especially for API-only accounts.
Now, admins need to actively pick a User Type before submitting the form. This makes the setup more intentional and helps avoid simple mistakes that can cause problems later.

This update is now live for all customers.



This update is now live for all customers

/ Kyruus Connect - Administrator

June 29, 2026. LDM Enhancement: Location Hierarchy Bulk Update and Export

LDM customers can now manage location hierarchies at scale using Bulk Update and export tools. You can export parent-child relationships, assign parent locations in a single upload, and reorganize existing hierarchies through CSV, no need to make changes one location at a time in the UI.

What's new

- The export CSV now includes a parent_location_id column that shows how locations are connected. This makes it easy to download your full hierarchy, review it, and use it later for bulk updates. If a location is at the top level (i.e. no parent), the field is left blank.
- How to use it? Simply fill in the parent_location_id column, we'll handle the rest. Even if a few rows have issues, the remaining rows can be submitted.
- You can also update or remove parent-child relationships for existing locations using bulk import. You can move locations around, detach them from a parent, and reorganize large sections of your hierarchy in one go. When you do this, the system will automatically reindex providers at those locations so search results stay accurate.
- All of this comes with built-in checks before anything is saved. The system blocks things like circular relationships, going beyond the 6-level depth limit, missing or invalid parent IDs, or conflicts with older primary_marketable_location_id settings. If something's wrong, you'll see a clear error that tells you what needs fixing.

Impact

If you've ever had to restructure a large hierarchy of data, you know how time consuming it can be. What used to take hours (or even days) can now be done in minutes.

You can update hundreds of parent-child relationships in one go, and the system checks your work as you go, catching things like loops, invalid depths, or broken references. When something's off, you'll get clear, actionable error messages making it easy to fix and try again.

This update is now live for all customers.

/ Kyruus Connect - Administrator

June 29, 2026. LDM Enhancement: Bulk Import and Export Operating Hours
LDM now lets you manage operating hours (business hours) using the bulk location import and export feature. Rather than updating hours one location at a time in the UI, you can export all hours, edit them together and re-upload.

What's new

- Export operating hours for all locations into a CSV using the existing bulk export option
- Import hours through CSV with support for both 12-hour (9:00 AM–5:00 PM) and 24-hour (09:00–17:00) formats
- Handle split shifts (more than one time range per day) using numbered columns like hours_of_operation.monday_1 and hours_of_operation.monday_2
- Mark days as closed by entering "closed"
- Get clear excel based error reports if time values are incorrect

Impact

If you manage many locations, this saves a lot of time. You can update hours in bulk using a simple Excel workflow instead of clicking through each location. This is especially useful for teams handling dozens or hundreds of sites. The *export → edit → bulk update* flow also gives you a single, easy-to-maintain source of truth for operating hours outside the system.

This update is now live for all customers.

/ July Roundtable

Join our product and customer success experts **Wednesday, July 15th, at 12:00 PM EST/9:00 AM PST,** for the July Roundtable to hear about upcoming enhancements, roadmap highlights, and opportunities.

Register Now

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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