View in browser

/ Data Integration

May 22, 2026 | CredentialStream API Integration Now Available

The CredentialStream API service is now available for production workflows. This service transitions provider credential data ingestion away from legacy flat-file SFTP transfers to an automated, pull-based REST API batch synchronization model.

Key Features:

- **Comprehensive Coverage:** Access 31 APIs covering demographics, specialties, affiliations, licenses, and office locations for a complete provider management experience.
- **Improved Efficiency:** Daily automated data pulls eliminate manual intervention and shorten the onboarding timeline.
- **Secure Connection:** Fully authenticated API endpoints provide a secure, high-speed link to the CredentialStream platform for each health system customer.

How to Get Started:

To take advantage of this offering, we recommend connecting with your Customer Success Partner and our Data Operations team to discuss next steps.

/ Search

May 27, 2026 | Search Modernization Rollout Information

What Is Changing: Two components of the provider search product are being modernized. Neither affects how providers are presented or makes clinical decisions the system routes search queries only.

- **NLP Engine Upgrade:** A new multi-model AI layer interprets plain-language patient queries, including colloquial terms like “can’t sleep.”
- **Clinical Knowledge Graph:** Replaces the flat taxonomy with an intelligent graph of clinical relationships for more accurate results on complex searches.

Rollout Timeline

Q2 2026	Q2 2026	Q3 2026
Preparation	**NLP Upgrade Goes Live**	**Knowledge Graph Launch**
Regression testing with real-world queries. Validation in staging environments.	Applies automatically to all clients. No action required. No migration needed.	Enabled by default for all clients. No data migration or client-side changes.

Data & Privacy

- Patient queries are processed in real-time and not stored or used to train AI models.
- All NLP processing stays within RevSpring’s hosted infrastructure — no queries pass to external systems.
- AWS is used only for vector embeddings of RevSpring’s own clinical terminology (never patient data). A BAA with AWS is in place.
- Patient search queries do not constitute PHI under HIPAA.

Next Steps

- **NLP Upgrade:** No action needed — applies automatically to all clients in Q2.
- **Knowledge Graph:** Planning for a Q3 launch.
- **Compliance:** Clients with state AI transparency law obligations should assess applicability with their own counsel. See here for more information.

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

/ Search

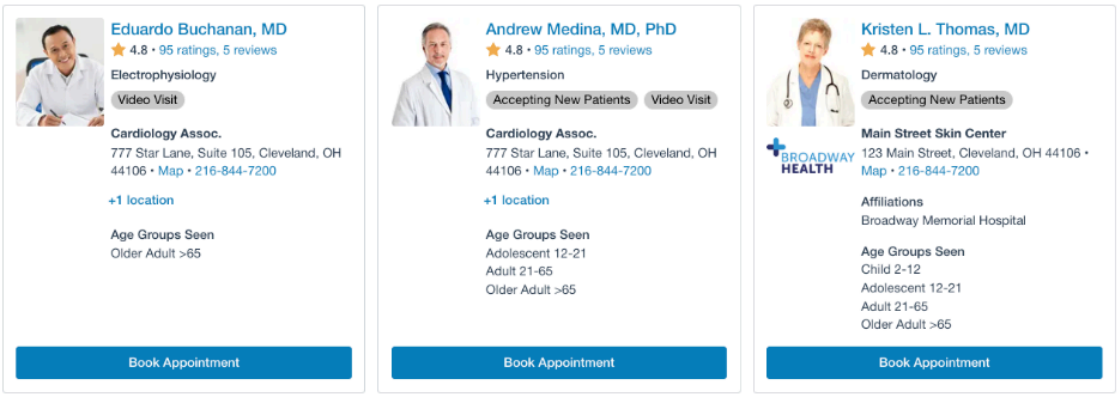
May 27, 2026 | Reminder: Coming Soon! Enhanced Provider Search Result Cards (Grid View)

We've redesigned the provider search results UI for health systems with grid view enabled. The updated cards take a minimalist approach — surfacing only the most essential information to help patients move quickly from search to scheduled appointment.

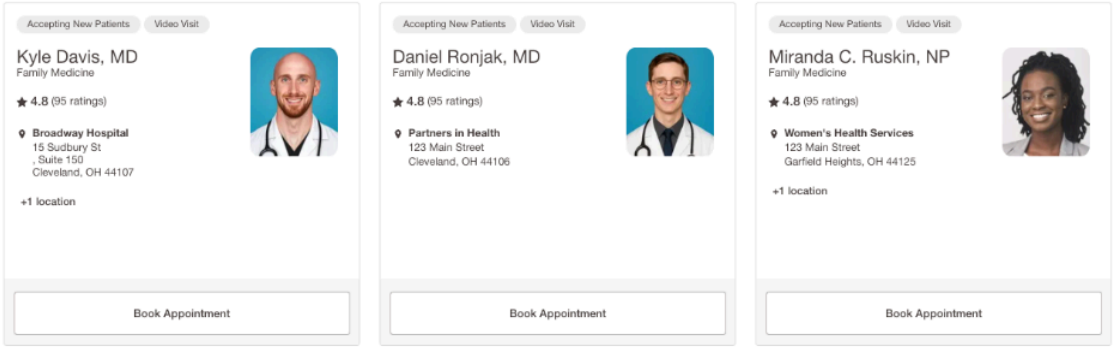
What's new:

- **Cleaner results** — Streamlined cards reduce visual noise so patients focus on what matters most: booking.
- **Easier comparison** — A more compact layout lets patients view more providers at once, making the decision feel faster and simpler.
- **Modern design** — Refreshed, contemporary styling that elevates the overall search experience.
- **Faster scheduling** — New and returning patient tabs surface available time slots by patient type directly on the card, so patients can jump straight into booking.

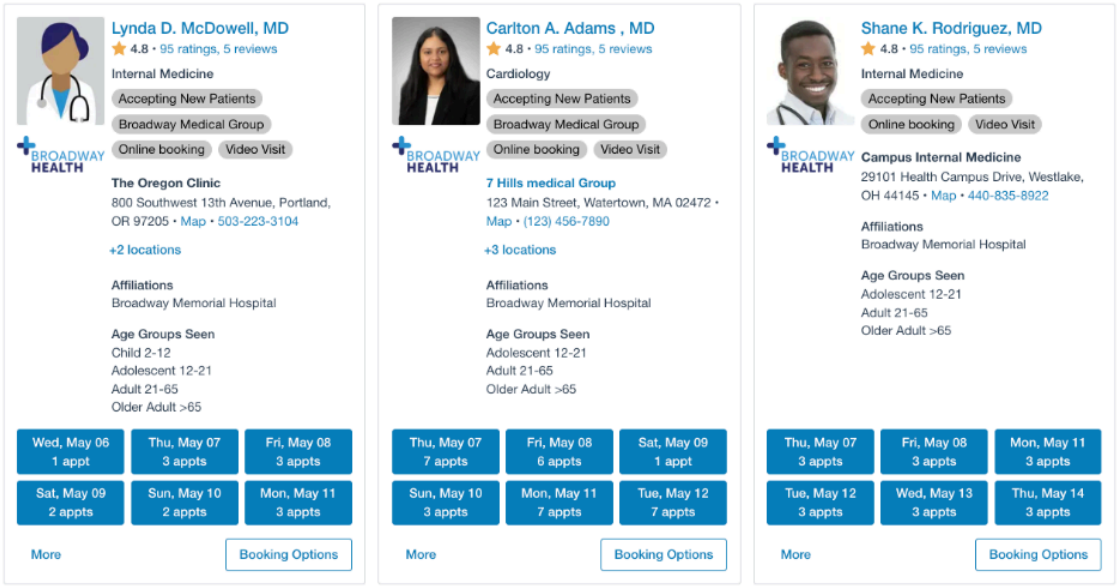
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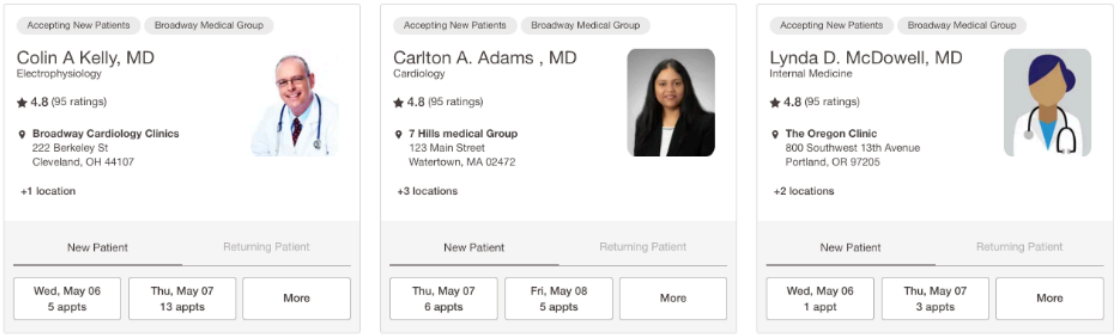
Coming Soon:



Current (with availability tiles):



Coming Soon:



How to preview it:

To preview this in a testing environment ahead of the general rollout, please contact your customer success partner or kyruussupport@revspringinc.com.

The new cards are designed to fit seamlessly within your brand. Several configurations are available for customization, including background color, badge theme, and provider image size/alignment. While the badge colors won't carry over automatically due to concerns with accessibility, they are still configurable and can be updated as needed.

Release plan:

This update will soon be auto-on for all health systems currently on grid view.

Please reach out with any questions, comments, or feedback.

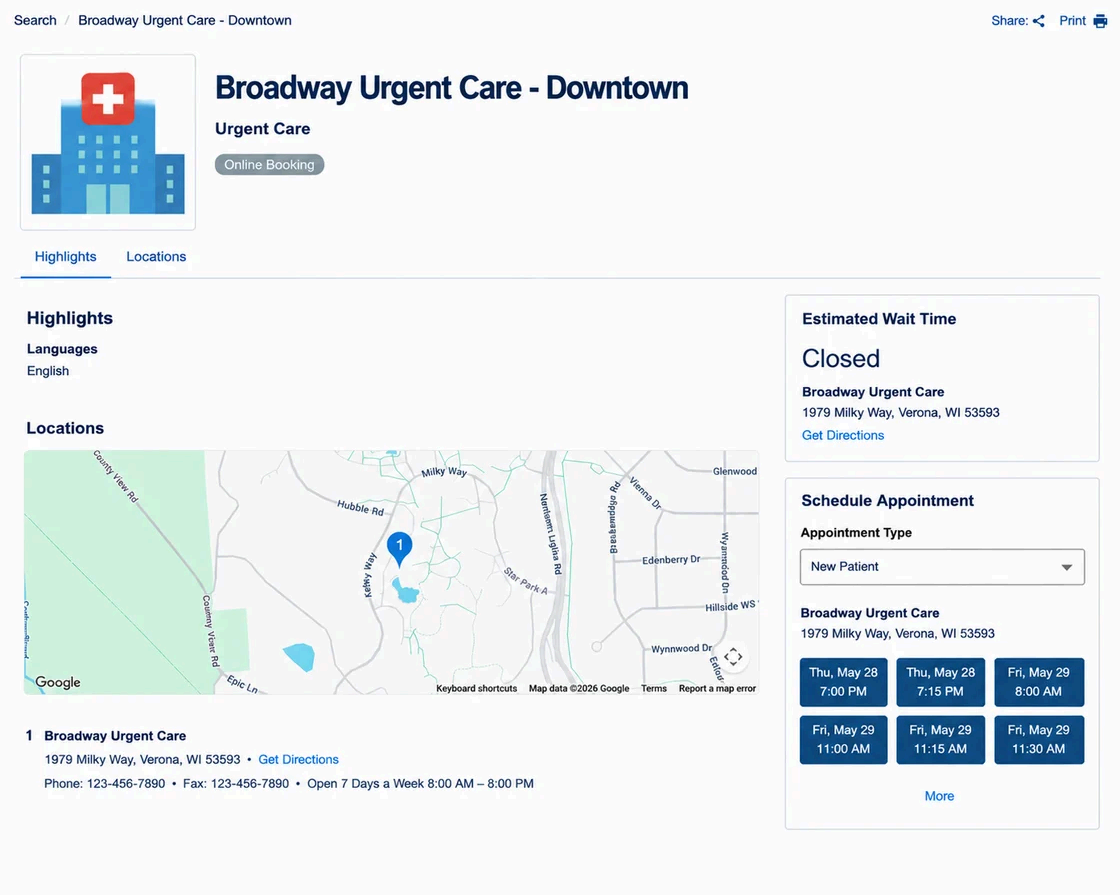
/ Schedule

May 28, 2026: Incorporating Operating Hours Into Epic Wait Times In Search

For health systems with Epic wait times configured, clinics and urgent cares now display "Closed" instead of a wait time when a location is outside of its operating hours. Previously, Epic wait times surfaced regardless of whether the location was open.

What Changed

The Search UI now checks whether a location is open before displaying a wait time returned from Epic. If a location is closed, the wait time is suppressed and "Closed" is shown instead. Open locations are unaffected and continue to display wait times as before.



What This Means for Patients

Patients will no longer see a wait time for a location that is not currently open, reducing confusion and improving the accuracy of availability information surfaced in Search.

No configuration changes are required. Please reach out to KyruusSupport@revspringinc.com or your Customer Success Partner with any questions.

June Roundtable

Join our product and customer success experts Wedneday, **June 17th, at 12:00 PM EST/9:00 AM PST,** for the June Roundtable to hear about upcoming enhancements, roadmap highlights, and opportunities.

Register Now

Connect With Us

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