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Kyruus Health Product Updates

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/ May Roundtable Summary

Thank you for joining this month's roundtable! See below for a summary of the meeting, access the deck here.

Connect Admin & Location Data Management (LDM)

- **Clinical Keywords Bulk Operations:** A new multi-select UI allows clinical teams to update *Enabled*, *Searchable*, and *Promoted* flags across multiple keywords simultaneously.
- **Unified Location Model:** Replaces the legacy Marketable Locations (MLOC) setup. It combines Marketable and Practice locations into a single model in Connect Admin.
- **LDM Q2 Roadmap:** Features in development include granular field-level "Create Location" permissions, simplified list navigation with filterable purpose columns, automated hierarchy data pipeline ingestion, and rich text/HTML support.

Controlled AI Enrichment (GA Expected Early Q3)

- **AI Bios Approval Workflow:** Operates on an AI suggests, humans approve framework. No bio is published without administrative sign-off.
- **Customer Brand Configurations:** Customize template rulesets, reading levels, bio lengths, and brand tones to avoid generic AI outputs.

Search, Patient Experience, & Conversational AI

- **Directory UI Transformation:** New minimalist provider cards allow patients to easily compare and window-shop multiple providers simultaneously. (Launches as *auto-on* for all grid views on June 2) .
- **Federal Mandate Compliance:** Resolved all critical accessibility issues across the Provider Directory to achieve full WCAG 2.2 AA Compliance.
- **Enhanced Natural Language Processing (NLP):** Automatically detects language preferences and credential shorthand (e.g., searching "NP" pulls up nurse practitioners) directly from conversational phrasing.
- **Patient Search Refiner Beta Success:** Early data from this guided, body-part screening tool shows massive patient engagement:
- +194% increase in sessions reaching an active scheduling interaction.
- +604% appointment booking rate

Scheduling, Listings, & Ecosystem Integration

- **Insurance Card OCR:** Allows patients to upload a photo of an insurance card during scheduling. Optical Character Recognition (OCR) captures the data and automatically populates EHR registration fields.
- **Reputation Tables UI:** Upgraded plain text publisher names with clean Google and Healthgrades icons featuring hover tooltips.
- **CredentialStream Integration:** Eliminates manual, nightly flat-file data exchanges in favor of a fully automated, nightly API-based transfer of credentialing data directly to Kyruus Connect for Providers.

Model Context Protocol (MCP) Framework

- New AI integration layer, highlighting enterprise use cases:
- **Internal Golden Record (EHR & AI Workflows):** Connects contact center AI agents to the live provider data and live EHR slots. Agents can look up and execute bookings within a single conversational turn.
- **Network Intelligence (Referral Leakage Ops):** Replaces static spreadsheet tracking. Liaison teams can ask an AI agent to instantly query the MCP to identify, prioritize, and re-engage lapsed or inactive referring physicians based on historical volume.

/ Kyruus Connect

May 21, 2026. Enhancement: Optional NPI When Creating Providers in Connect Admin

We've added a new configuration that lets clients make NPI optional when manually creating a provider in Connect Admin. This helps Clinical Data Admins create provider records for people or organisations that don't have an NPI like non-licensed staff, international providers, or certain support roles.

What's new:

- A per-customer configuration now controls whether NPI is required or optional during manual provider creation
  When NPI is set to optional, the field still appears on the form, but you can submit without filling it in
- If an NPI is entered, we still check for duplicates , the same validation rules apply
- Nothing changes by default: customers who don't enable this setting will still be required to enter an NPI

The Impact: Some customers were blocked from creating providers because certain roles simply don't have NPIs. This update removes that blocker while keeping strict NPI validation in place for clients who rely on it.

This update is now live for all customers.

/ Kyruus Connect

May 21, 2026. Enhancement: Improved Provider Search Results Table in Connect Admin

We've upgraded the provider listing table in Connect Admin with a more capable data grid that supports sorting, filtering, and search match context. Clinical Data Admins working with large provider lists can now move through results faster and clearly see why a provider appeared in their search.

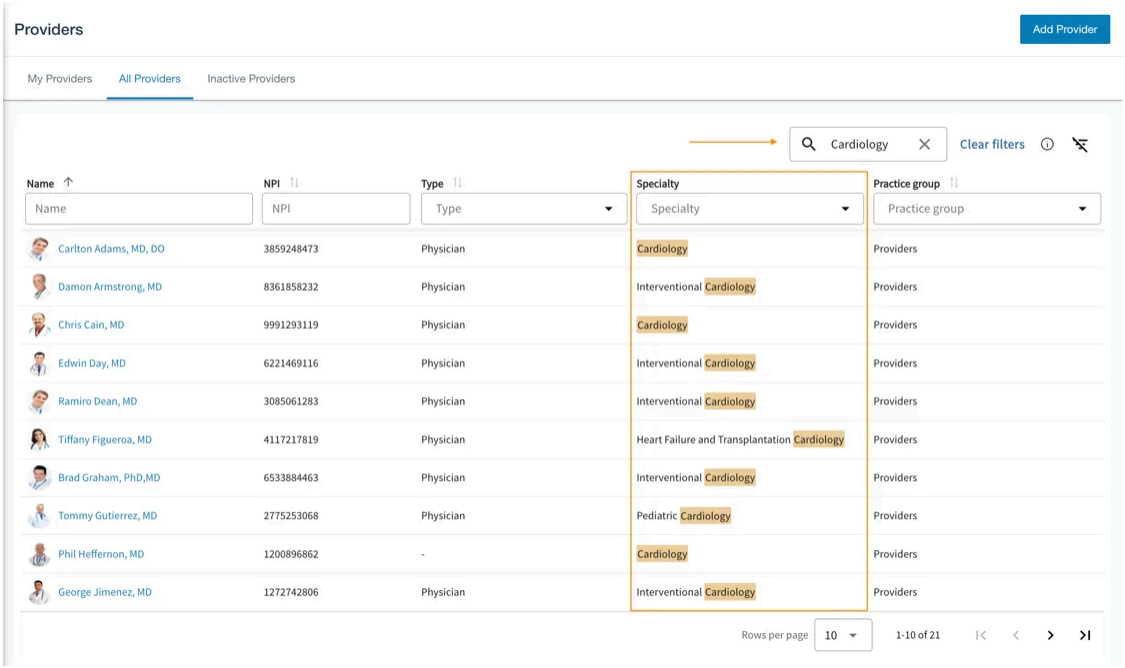
What's new:

- The provider listing table now uses the new DataGrid component, replacing the previous static table
- All visible columns support sorting and filtering; the **Type**, **Specialty**, and **Practice Group** columns include multi-select filters

- Search match context is shown directly in the results, highlighting which fields matched the search
- All existing columns are preserved, and the global search box continues to work across all searchable fields

The Impact: Admins searching large provider rosters previously had no way to sort or filter results, and no visibility into why a specific provider appeared in a search. This made result validation slow and error-prone. The upgraded table adds column-level controls and clear search context, directly addressing feedback from teams managing high-volume provider data.

This update is now live for all customers.



/ Kyruus Connect + Location Data Management

May 21, 2026. Bug Fix: Marketing Location Type Missing from Location CSV Exports in LDM

We fixed an issue where the **Marketing Location Type** field was missing from Location CSV exports, even though the data existed in the system. Customers can now export, edit, and re-import location data with Marketing Location Type values preserved throughout the bulk workflow.

What's fixed:

- Location CSV exports now include a **marketing_location_type** column with the correct value
- Locations without a Marketing Location Type show a blank value in the export, as expected
- The full export → edit → re-import flow now preserves Marketing Location Type data correctly

The Impact: Customers using Marketing Location Type couldn't see or keep that data when exporting locations for bulk updates, which blocked a core workflow. This fix restores full export accuracy for this field.

This update is now live for all customers.

/ Kyruus Connect + Location Data Management

May 21, 2026. Bug Fix: Location Address Changes Not Saving When Lat/Long Is Missing in LDM

We fixed an issue where locations without latitude and longitude values couldn't save any updates in Connect Admin. Admins can now edit and save changes on the General Information card, even if a location hasn't been geocoded.

What's fixed:

- Locations with failed or missing geocoding (no lat/long stored) can now be edited and saved in the UI
- Previously, save attempts silently failed with no error, preventing any updates

The Impact: Locations with incomplete geocoding were effectively locked and couldn't be updated, even to fix address details. This fix removes that blocker and restores normal editing behavior.

This update is now live for all customers.

/ Kyruus Connect + Location Data Management

May 21, 2026. Enhancement: Separate Permission for Creating Locations in LDM

We've introduced a dedicated permission for creating new locations in LDM, separate from the general location management permission. Customer Super Users can now allow users to edit existing location profiles without also giving them the ability to create new ones.

What's new:

- A new **locations_create:access** permission controls access to the "Create Location" action, independent of the existing location management permission
- This permission is by default on for all the roles. User can use the customer service to turn this permission off from any role
- Users who already have the location management permission keep create access by default, no action is required

The Impact: Previously, admins couldn't give users limited edit access to location profiles without also allowing them to create new locations, which was more access than many teams wanted. This change gives Customer Super Users finer control over who can create locations, directly addressing feedback from customers managing role-based access across their teams.

This update is now live for all customers.

/ Kyruus Connect + Location Data Management

May 21, 2026. Enhancement: Inactive Location Indicator on Provider Records in Connect Admin

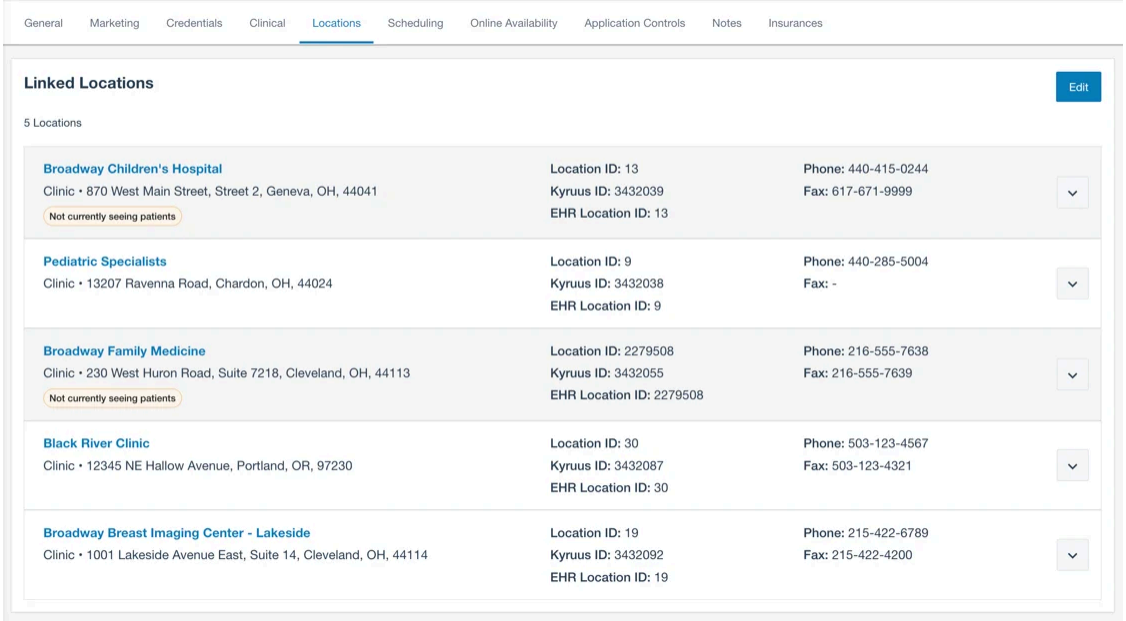
We've added a visual indicator to collapsed linked location cards on provider records in Connect Admin. Clinical Data Admins can now see at a glance which linked addresses are inactive, without needing to open each card.

What's new:

- Inactive linked locations (where **"Currently Seeing Patients"** is set to **No**) are now visually marked at the collapsed card level
- Admins no longer need to expand each location card to check its status, inactive addresses are clearly visible from the provider record view

The Impact: Providers often have multiple linked addresses, with inactive locations mixed in among active ones. Previously, admins had to open each card to tell the difference. This change surfaces that information upfront, helping prevent inactive addresses from being used in downstream workflows and saving time when reviewing provider location data.

This update is now live for all customers.



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Kyruus Health, 50 Milk Street, 18th Floor, Boston, MA 02109, United States

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