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/ NEWSLETTER

Kyruus Health Product Updates



The following product updates were released on or before January 8, 2026.

/ Search

January 8, 2026. Coming Soon: Whitelisted AI Web Crawlers

To maximize our visibility in AI-generated search results, we are advancing our Generative Engine Optimization (GEO) strategy. Over the next few weeks, we will update our robots.txt configurations to expand our allowlist of authorized web crawlers. This ensures our provider and location data are seamlessly integrated into synthesized AI answers.

The following agents will be added:

- GPTBot
- OAI-SearchBot
- PerplexityBot
- ClaudeBot
- Meta-ExternalFetcher

These agents will join our current allowlist of domain crawlers, including:

- Googlebot
- Bingbot

- Slurp
- DuckDuckBot

These new crawlers will be enabled by default. However, if you have already configured a custom list of permitted crawlers, your existing selections will be respected.

If you would like to specify your crawlers prior to the change in the coming weeks, please reach out to support@kyruushealth.com or your customer success partner.

January 8, 2026. Coming Soon: Search Results Grid View

In the next few weeks, we will be moving the search results page to a grid view layout. This will streamline the user view, allowing patients and agents to see more providers at once to compare details that meet their care needs in an actionable view. As part of this change, three providers will show per row of results in a standard desktop size. The user interface uses responsive design to automatically adjust the number of providers shown based on the screen size.

This change is automatic for health systems **without** active availability tiles enabled.

This change will go into effect in the coming weeks. If you prefer to maintain the simple provider list view or have questions regarding this update, please contact your Customer Success Partner or reach out to support@kyruushealth.com.

Note: For health systems with availability tiles, this feature will not be enabled automatically. Please reach out to your Customer Success Partner if you are interested in activating this view.

January 6, 2026. Generally Available: Provider Profile UI Updates

We have updated the look and feel of the provider profile to help modernize the interface and streamline the user experience when seeking information about a provider.

- Increased provider profile image size by default

- Removed section borders by default for a more modern look and feel
- Removed “Back to Search” and “New Search Links” links and replaced them with a Search breadcrumb for a simpler, more intuitive navigation back to search results
- Updated the text color within the Locations and Expertise sections to one color for consistency
- Streamlined the text color and reduced padding within the Insurance section for a more compact list view

These updates are deployed for all customers.

/ Reach

January 7, 2026: In Beta Release: Sentiment of Reviews Added to UI
We’ve launched new Sentiment functionality powered by AWS Comprehend to help you gauge patient feedback at a glance. By analyzing both star ratings and written comments, the system now assigns an overall sentiment score to every review, represented by a clear sentiment emoji. This update provides an immediate visual pulse of customer experience and serves as the foundation for our upcoming Sentiment Analysis suite, which will soon include AI-generated summaries and suggested actions.

These updates are deployed for all customers.

January 7, 2026: In Beta Release: Updates to the RM Template Manager
We’ve enhanced the Template Manager with dynamic variables for review responses. You can now insert placeholders for reviewer names, publishers, providers, and locations directly into your templates. These variables auto-populate when you respond to an individual review, saving you time without sacrificing personalization.

Note: This feature currently supports individual replies; bulk response compatibility is coming soon.

These updates are deployed for all customers.

January 7, 2026: In Beta Release: Search Filter Created for RM

Locating specific feedback is now effortless with the new Review Text search filter. Instead of manual scrolling, you can now filter your data grid by any exact word or phrase. This tool streamlines the auditing process, allowing teams to isolate and address customer sentiments in seconds. Find it in the filter sidebar of the Reviews tab.

These updates are deployed for all customers.

/ Kyruus Connect

January 08, 2026. Generally Available: New Feature: Promote Clinical Keywords via Templates

We have enhanced the Clinical Keyword Template management page to allow for more scalable and efficient provider data updates. This update significantly reduces the manual effort required to manage how specific clinical expertise is highlighted across large groups of providers.

- **Template-Level Keyword Promotion:** Administrators can now set the "Promote" status for keywords directly within a Clinical Keyword Template. A new "Promote" button has been added next to each keyword in the template management view, mirroring the functionality previously only available on individual provider profiles.
- **Automated Bulk Application:** The bulk workflow has been updated to include the promotion attribute. When a template containing promoted keywords is applied to a group of providers, those keywords will automatically be set to "Promoted" on each individual provider's Clinical tab.

This update is deployed for all customers live on the new Connect Admin.

January 08, 2026. Generally Available: Improvement: Enhanced Clinical Keyword Filtering and Usability

We have deployed significant updates to the Clinical Keywords section to improve how administrators manage existing data and streamline the process of adding new terms. These changes restore efficient workflows from the legacy system while providing a more intuitive interface.

- **Dedicated Real-Time Filtering:** A new "Type to filter" search bar has been added to the Clinical Keywords list. This allows you to immediately

locate existing keywords and synonyms on the page through real-time, case-insensitive partial matches.

- **Separated Search and Add Workflows:** To reduce complexity, the functionality to filter existing keywords is now distinct from the action to add new ones. The main list view focuses on managing current data, while the "Search Clinical Keywords" button remains the dedicated path for adding new terms to a provider.
- **Enhanced Synonym Search:** The new filtering tool now includes the ability to search by synonyms. When you type a term into the filter bar, the list will automatically display keywords that have matching associated synonyms, ensuring comprehensive data discovery

This update is deployed for all customers live on the new Connect Admin.

January 08, 2026. Generally Available: Enhancement: Optimized Provider Image URL Processing

We have deployed a technical enhancement to the provider image upload process to resolve performance and image quality issues while restoring valuable administrative visibility. This update refines how the system handles externally hosted images to ensure a more reliable and high-quality experience.

- **Improved URL Image Stability:** The system now bypasses unnecessary internal cropping and resizing for image URL uploads, which previously caused quality degradation and system timeouts. This ensures the profile reflects the original image quality as intended by the source.
- **Restored Image Source Visibility:** A new text field has been added to the image upload dialog, restoring a key feature from the legacy system. This field provides administrators with a clear reference of the image source, displaying the original URL for linked images or the secure storage link for manual file uploads.

This update is deployed for all customers live on the new Connect Admin.

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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