
SEPTEMBER ROUNDTABLE

Q3 Roadmap Updates

Q3 2026 roadmap topics for Health Systems, with the releases that landed in the last month.

Agenda

01 Search & UX

Kelly Vernon · 12 min · slides 3-9

Clinical Knowledge Graph GA · Search Interpretations · New Zero Results Page

03 Listings & Reputation

Emma Ervin · 12 min · slides 21-29

Listings UI Launch · Category Derivation · Yelp & ChatGPT Visibility · AI Suggested Replies

02 Data Management

Garkusha, Katoch & Riquier · 15 min · slides 10-20

Approval Workflow Feedback · Clinical Enhancements for Kyruus Connect · Epic Extracts

04 Scheduling

Corey Schwarzkopf · 14 min · slides 30-39

Real-Time Wait Times · PBV Validation Updates · UI/UX Updates · Join Waitlist · Embeddable Scheduling

01

Health System Search & UX

Health Systems · from the Q3 2026 roadmap

Knowledge Graph: GA

Search Interpretations

Zero Results Page Redesign

"AskAI" Conversational Search

Badge Colors

Clinical Interests in Guide for Providers

Shipped in the Last Month

Sept 15	Clinical Interests	Guide for Providers	GA
Aug 25	Badge color consistency	Provider Directory Search	GA
Sept 9	Knowledge Graph search interpretations	Provider Directory Search	Beta
Sept 15	Zero Results page enhancements (phase 1)	Provider Directory Search	GA

Clinical Interests in Guide for Providers

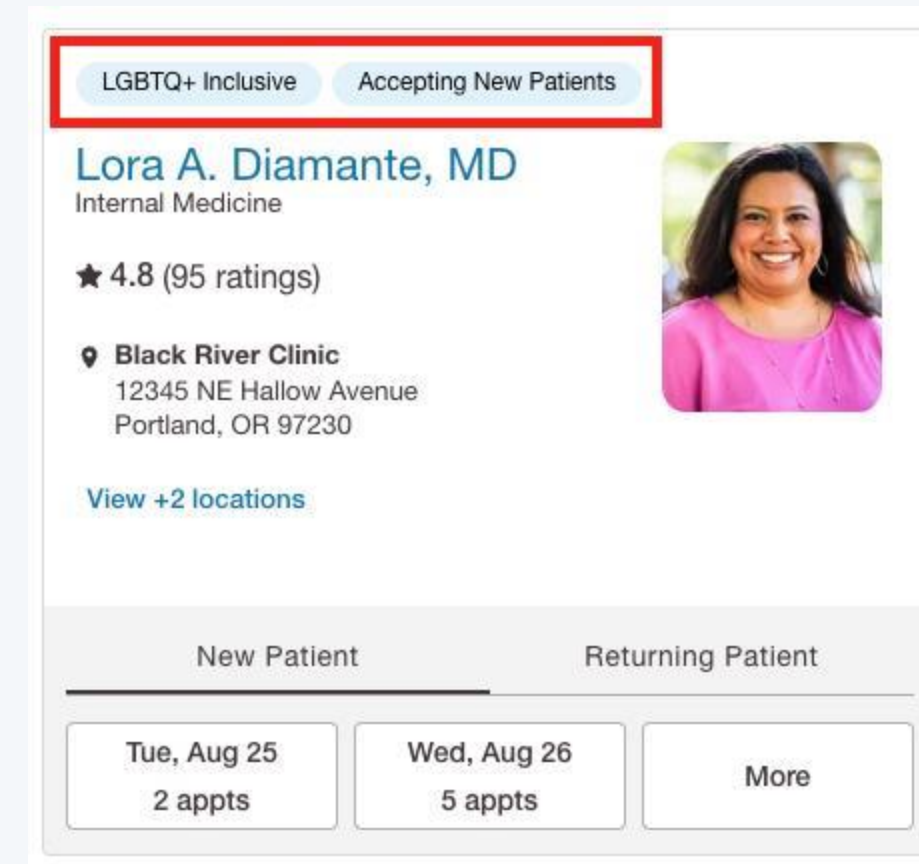
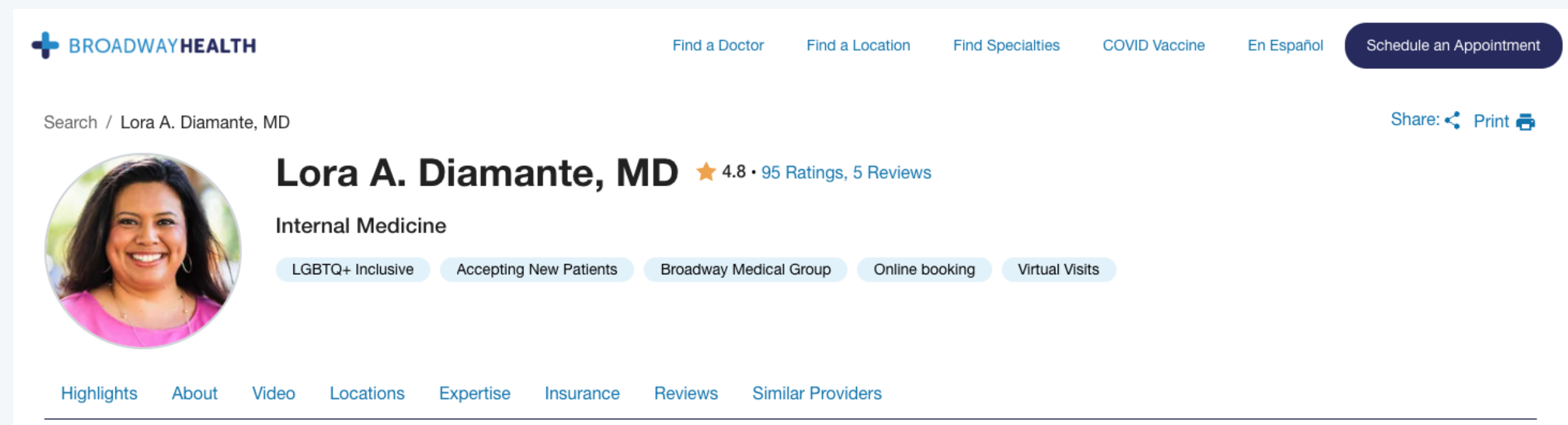
Surfaced on search result cards and provider profiles

- Display provider "Clinical Interests" by provider, sourced from managed keywords within Kyruus Connect
- Visible on both provider search result cards and provider profile pages within Guide for Providers
- Provider Directory displays these on provider profile – this functionality is also live

The screenshot displays the 'Providers' search results page on the Kyruus Connect platform. The page features a dark blue header with a search bar and navigation tabs. The 'PROVIDERS' tab is active, showing 7 results. A filter sidebar on the left allows users to refine results by location, specialties, gender, languages, insurance accepted, age groups seen, and whether they accept new patients. The main content area displays three provider cards. Each card includes a profile picture, name, specialty, rating (4.8/5), location, and clinical interests. Sara Attalla, MD, is a Gastroenterologist at Broadway Health. Yasmin Andrabi, MD, is a Hepatologist and Gastroenterologist at Broadway Hospital. Edward Rios, MD, is a Gastroenterologist at Broadway Health. Each card also shows available appointment times for Tuesday, September 15th and Wednesday, September 16th.

Consistent Badge Colors Across Search Result Cards & Provider Profile

- For health systems on grid view with the latest UI, badges on provider profile pages now match the badges on search result cards.
- Both surfaces render the same badge colors, defaulting to the client's theming, and can be customized with brand colors as needed.



Zero Results Page Enhancements

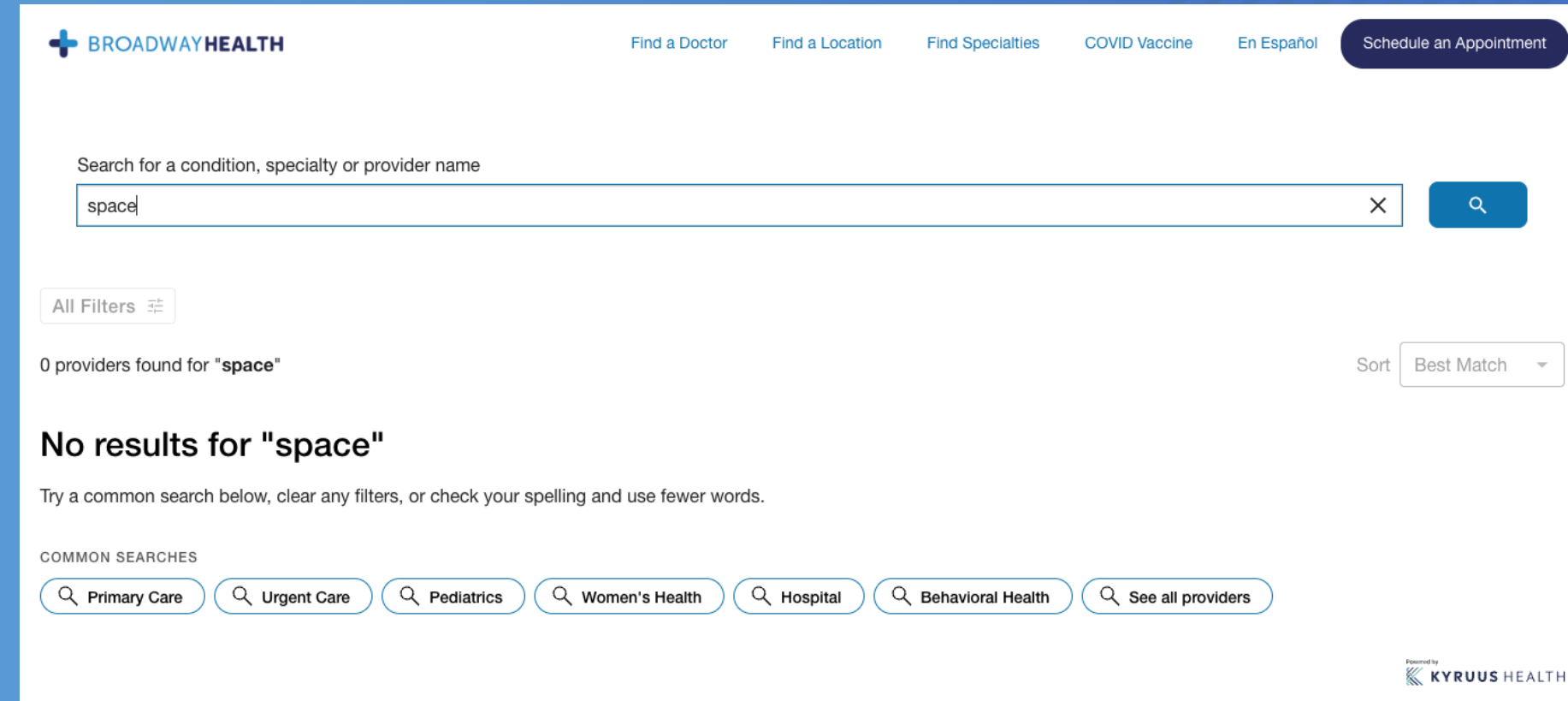
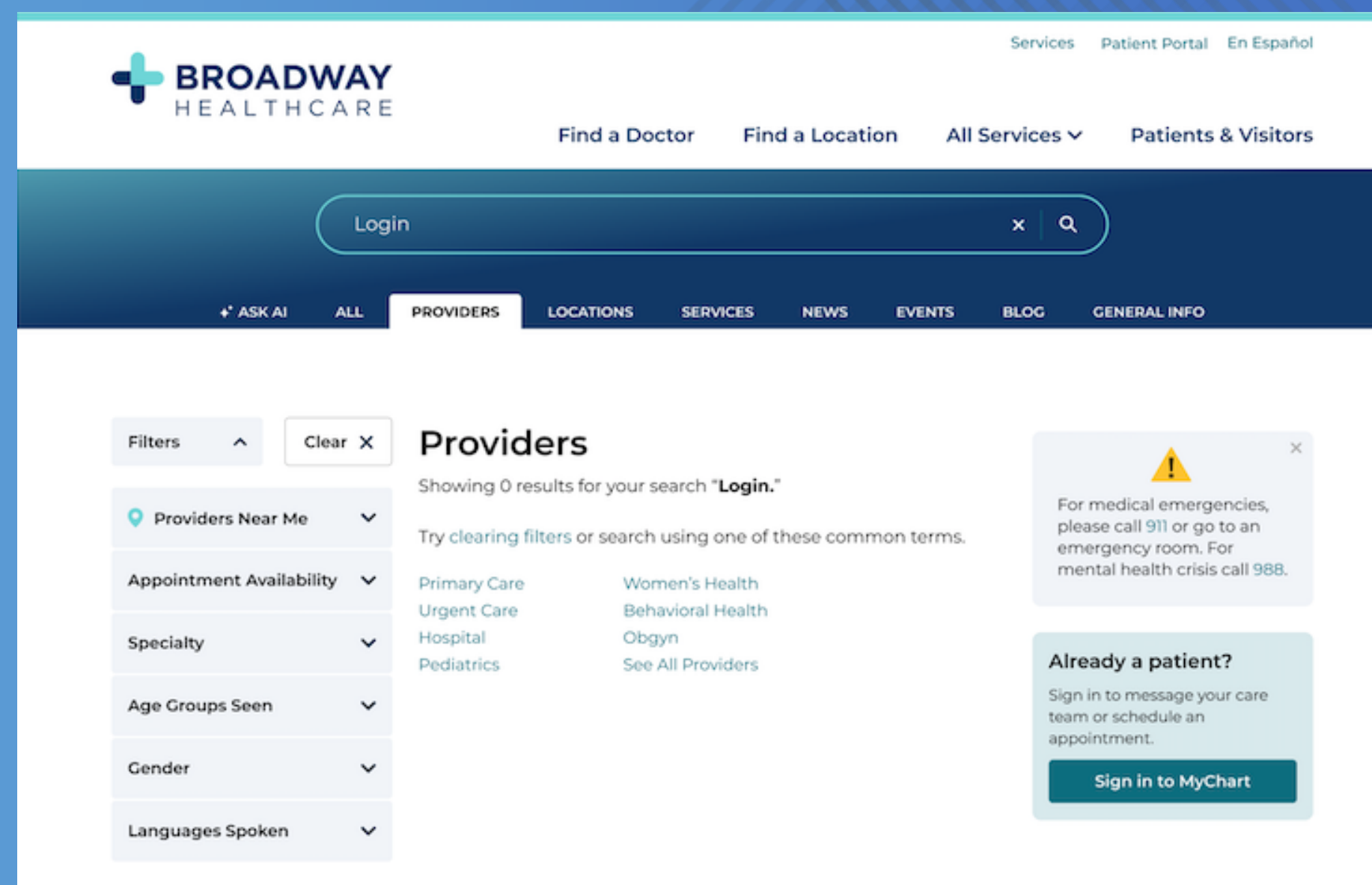
Fewer dead ends, more care options.

Now Live

- **Visible active filters** - applied filters show on the no results page so patients can observe and edit
- **Common Searches** - One-click shortcuts turn a blank result into an obvious path to recover

Coming Next

- **"Need help?" panel** surfaces a care-team phone number health systems can configure
- **Patient-portal sign-in** routes returning patients straight to scheduling
- **Guide for Providers** zero results enhancements



The Knowledge Graph & Enhanced NLP

Auto-on for all health systems, targeting September 30

- **16% increase in relevant search results with the Knowledge Graph vs. current search**
- Refining the Knowledge Graph with beta customers, based on their live testing
- Release notes post this week (coming soon), ahead of the auto-on

ROLLOUT TIMELINE

Betas Turned on in Prod

GA Release End Q3

Search Transparency - Surface How a Query Is Interpreted

- The Knowledge Graph interprets natural-language searches that aren't exact keyword matches and matches them to a clinical keyword in our KCL
- The UI surfaces the closest clinical term(s)
- Builds trust and sets expectations: users searching in their own words see the matched term

The screenshot displays the Broadway Health website's search interface. At the top, the Broadway Health logo is on the left, and navigation links for 'Find a Doctor', 'Find a Location', 'Find Specialties', 'COVID Vaccine', 'En Español', and 'Schedule an Appointment' are on the right. A large blue search bar contains the text 'What do you need help with today? Testing' and a search input field with 'pounding headache'. Below the search bar, a row of filter buttons includes 'All Filters', 'Distance', 'Book Online', 'Virtual Care', 'Insurance Accepted', 'Age Groups Seen', 'Accepting New Patients', and a 'Map' button. A button labeled 'View Available Appointment Times' is also present. A red box highlights the text '22 providers found for "headache" and "chronic migraines"', indicating the system's interpretation of the search query. Below this, three provider cards are shown, each with a profile picture, name, specialty, ratings, location, and appointment availability. The first card is for Carlton A. Adams, MD (Vascular Medicine, Cardiology) at 7 Hills medical Group. The second is for Kyle Davis, MD (Family Medicine) at Broadway Hospital. The third is for Lora A. Diamante, MD (Internal Medicine) at Black River Clinic. Each card includes a 'View +X locations' link and a 'New Patient' / 'Returning Patient' toggle. The appointment availability section shows dates and the number of appointments available.

02

Data Management

Health Systems · Lee Garkusha, Love Katoch

Approval Workflow 2.0 UX Review

Kyruus Connect Enhancements

Approval Workflow 2.0

Improvements for Approvers

New Approval Workflow

WHAT'S COMING

- New Technology Stack - Unlocking easier setup & maintenance of Approval workflow configurations while maintaining parity with existing setup!
- Role-based reviewers pick up automatically when someone leaves – no manual reassignment needed
- Full audit trail across Pending, Approved and Rejected tabs gives every reviewer a complete history
- Profile stays unlocked even with draft edits, removing the data restrictions of the current AWF tool
- Self-serviceable: admins can set up or change reviewers for each practice group without needing support tickets

Review profile data updates

Provider ▾ Field ▾ Practice group ▾ Specialty ▾ Provider type ▾ Submitted by ▾ ≡ All Filters

Profile	Field	Current value	Suggested value	Submitted	Submitted by	Action	
 Elena Frandsen	Last name	Frandsen	Patterson	07/30/26, 04:12 PM	Dana Whitfield	<button>Approve</button>	<button>Reject</button>
 Dana Whitfield	Age Groups Seen	Infant (0–2) Child (3–12) <a>Show 3 more	Child (3–12) Adolescent (13–17) <a>Show 2 more	08/05/26, 09:14 AM	Dana Whitfield	<button>Approve</button>	<button>Reject</button>
 Nathaniel Boone	Specialties	Cardiology Cardiac Arrhythmia Management <a>Show 2 more	Cardiology Cardiac Arrhythmia Management <a>Show 2 more	08/03/26, 08:47 AM	Dana Whitfield	<button>Approve</button>	<button>Reject</button>
 Nathaniel Boone	Insurances	Aetna BCBS <a>Show 7 more	Aetna Aetna Better Health <a>Show 7 more	08/05/26, 03:40 PM	Nathaniel Boone	<button>Approve</button>	<button>Reject</button>
 Helena Ortiz	Clinical Keywords	140 keywords	232 keywords + 94 – 2 2 edited	08/04/26, 02:15 PM	Helena Ortiz	<button>Approve</button>	<button>Reject</button>
 Nathaniel Boone	First name	Nate	Nathaniel	08/06/26, 10:02 AM	Nathaniel Boone	<button>Approve</button>	<button>Reject</button>
 Theodore Ashworth	Phone number	(414) 555-0132	(414) 555-0198	08/06/26, 01:47 PM	Theodore Ashworth	<button>Approve</button>	<button>Reject</button>
 Priya Raman	Provider bio	Dr. Raman is a cardiologist with Northfield Cardiology, seeing adult patients for... <a>Show more	Dr. Priya Raman is a cardiologist with Northfield Cardiology, seeing adult... <a>Show more	08/07/26, 09:18 AM	Priya Raman	<button>Approve</button>	<button>Reject</button>
 Sofia Marchetti	Provider bio	Dr. Marchetti is a board-certified endocrinologist practicing in Northfield since... <a>Show more	Dr. Sofia Marchetti is a board-certified endocrinologist in Northfield, treating adult... <a>Show more	08/07/26, 03:55 PM	Sofia Marchetti	<button>Approve</button>	<button>Reject</button>
 Priya Raman	Age Groups Seen	Adult (18–64) Senior (65+)	Adolescent (13–17) Adult (18–64) <a>Show 1 more	08/08/26, 08:40 AM	Priya Raman	<button>Approve</button>	<button>Reject</button>

Rows per page 10 ▾ 1-10 of 15 ⏪ ⏩ ⏴ ⏵

Review profile data updates

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 Theodore Ashworth	Phone number	(414) 555-0132	(414) 555-0198	08/06/26, 01:47 PM	Theodore Ashworth	Approve	Reject
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Rows per page 10 ▾ 1-10 of 15 ⏪ ⏩ ⏴ ⏵

Review profile data updates

Provider

Field

Practice group

Specialty

Profile	Field	Current
 Elena Frandsen	Last name	Frandsen
 Dana Whitfield	Age Groups Seen	Infant (3-5 years) Child (6-12 years) Show 3 more
 Nathaniel Boone	Specialties	Cardiology Cardiac Management Show 2 more
 Nathaniel Boone	Insurances	Aetna BCBS Show 7 more
 Helena Ortiz	Clinical Keywords	140 keywords
 Nathaniel Boone	First name	Nate
 Theodore Ashworth	Phone number	(414) 555-1234
 Priya Raman	Provider bio	Dr. Raman is a board-certified OB/GYN with No. 1 in her field. See more about her Show more
 Sofia Marchetti	Provider bio	Dr. Marchetti is a board-certified OB/GYN with No. 1 in her field. See more about her Show more
 Priya Raman	Age Groups Seen	Adult (13-17 years) Senior (65+ years)

Review profile update

Pending

SUBMITTER COMMENTS

Adding the terms patients actually use when they call about my endometriosis practice. Please remove infertility counseling — I refer that out now — and stop promoting pelvic pain, it is bringing in referrals I cannot take.

Provider profile

HO

[Helena Ortiz](#)

Submitted

08/04/26, 02:15 PM by Helena Ortiz

Assigned reviewers

Ivy Blackwell
Approved 08/04/26, 03:40 PM
Desmond Brooks
Gideon Hayes
Maya Aris
2 approvals are required to publish this change

Clinical Keywords

Added (94)
94 selected

Removed (2)
2 selected

Edited (2)
2 selected

Once fully approved, these keywords will be added to the provider's profile. Deselect rows to exclude them from approval.

Q Search keywords

Edit

☒ Keyword	Searchable	Promoted	Clinical Interest
☒ endometriosis excision Synonyms	Yes	Yes	No
☒ deep infiltrating endometriosis Synonyms	Yes	Yes	No
☒ adenomyosis Synonyms	Yes	Yes	No
☒ painful periods Synonyms	Yes	No	Yes
☒ minimally invasive gynecologic surgery Synonyms	Yes	Yes	No
☒ second opinion endometriosis Synonyms	Yes	Yes	No
☒ chronic pelvic pain evaluation Synonyms	Yes	No	Yes
☒ laparoscopic endometriosis surgery Synonyms	Yes	Yes	No
☒ robotic-assisted gynecologic surgery Synonyms	Yes	No	No
☒ endometrioma removal Synonyms	Yes	Yes	Yes

Reject all

Approve 98 changes

Partner With Us

Help us validate our vision against how your team works!



1:1 Session

Product and Design will book time with you to go deeper than today's walkthrough.



Your Workflows

We'll map our vision against how your team reviews changes today and call out any gaps.



Who Should Participate?

Users currently responsible for **approving changes** in Kyruus Connect, particularly **Clinical Keywords** and **Specialties**.



Book your slot with us!

We'll send a short form to schedule your 1:1 session.

Completed last month!

Special and holiday hours

Location Data Management

Clinical Keywords for Locations

Location Data Management

Apply Clinical Templates from Provider Profile

Provider Data Management

Bulk Update & Export Data

Provider Data Management

Location Data Management

Everything Location Data Management can do for your team, in one session.



October 14, 2026 | 1:00 PM ET



Built From Your Feedback

Bulk hours updates, editable location purpose, and a consolidated location API. All shipped because customers like you asked.



What We'll Cover

Clinical keywords, search visibility, and the real workflows your team runs on LDM every day.



Who Should Join

Anyone managing locations today or moving from our legacy location tools. Or Bring your own scenarios!

Epic Provider Data Syndication

Update your Epic SER table from Connect

HL7 Integration

AVAILABLE NOW

- Automatic updates directly into Epic's SER table
- Implementation required to define which data to ingest
- Ingestion process testing required before going live

SER Import File

AVAILABLE NOW

- Files generated automatically for all Epic customers and implementors to retrieve and use
- Retrieve from their SFTP and implement on your own anytime, or use to make manual processes more efficient
- Default feed can be customized by reaching out to your support

Epic SER Extract

Export Details

Extract Details



Files are loaded to your SFTP folder:

/out/providers

- Daily file for new providers
- Daily file for updated providers
- Weekly file with all providers

Extract Review



Review files and initiate a support request for any updates.

- Replace text with lookup values - ie. Specialty, Provider Type, Kyruus vendor code
- Ensure provider adds/updates processed correctly - update provider data feed from Epic to ensure all providers are included

03

Reach: Listings & Reputation

Listings UI Launch to All Customers

Google AI Mode

Needs Attention Flags

AI Suggested Reply Recommendations

Yelp & ChatGPT Visibility

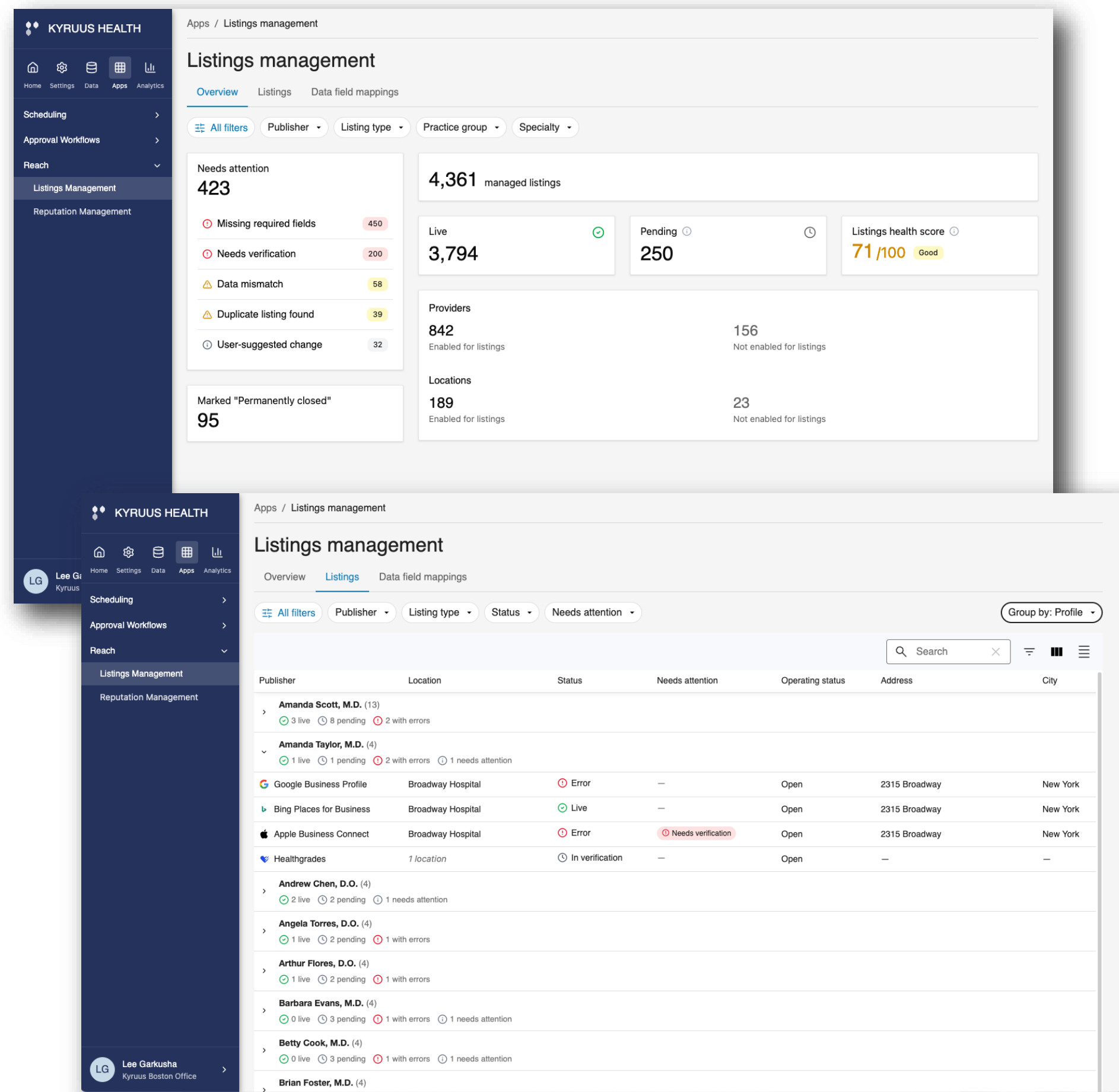
Shipped in the Last Month

Aug 24	Review Generation Enabled filter in the Provider Search API	Search APIs & Reach	GA
Aug 28	Reach fields added to the Provider Search API	Search APIs & Reach	GA
Aug 31	Unspecified issue catch-all in Needs Attention	Listings Management	GA
Sept 4	Automated publisher category derivation	Reach: Listings Management	UAT

Listings UI

Manage all listings in a single location

- Simplify listings management by utilizing a single UI for easy viewing, tracking and updating
- View high level metrics to determine listings that need attention or special handling
- Filter the list to view the most relevant listings to you



Listings UI Updates

Needs Attention Flags

- Surface listings that require action, organized by issue type - data issues, compliance, verification needed, duplicates, system issues.
- Prioritize your work at a glance with issue counter per category, so your team knows exactly where to focus first.
- Drill into any issue type to see the specific listings affected and take action directly from the list.

⚠️ Flagged as duplicate

⬆

does this mean?
listing is no longer visible on Google Maps. Any party links to this listing will now open the only visible verified listing:

anda Taylor, M.D.
Sudbury Street, Cleveland, OH 44107
ing ID: 1376082754110329412

[View on Google Search](#)

[View on Google Maps](#)

⚠️ Verification needed

⬆

This listing needs to be verified before it can appear publicly. Follow Google's verification process to activate it.

[Get help with verification](#)

⚠️ Compliance issue

⬆

Your listing has been suspended or disabled by Google. Please reach out to Google to begin resolution. Contact Kyruus support if you need help with next steps.

[Get help submitting an appeal](#)

ℹ️ System issue

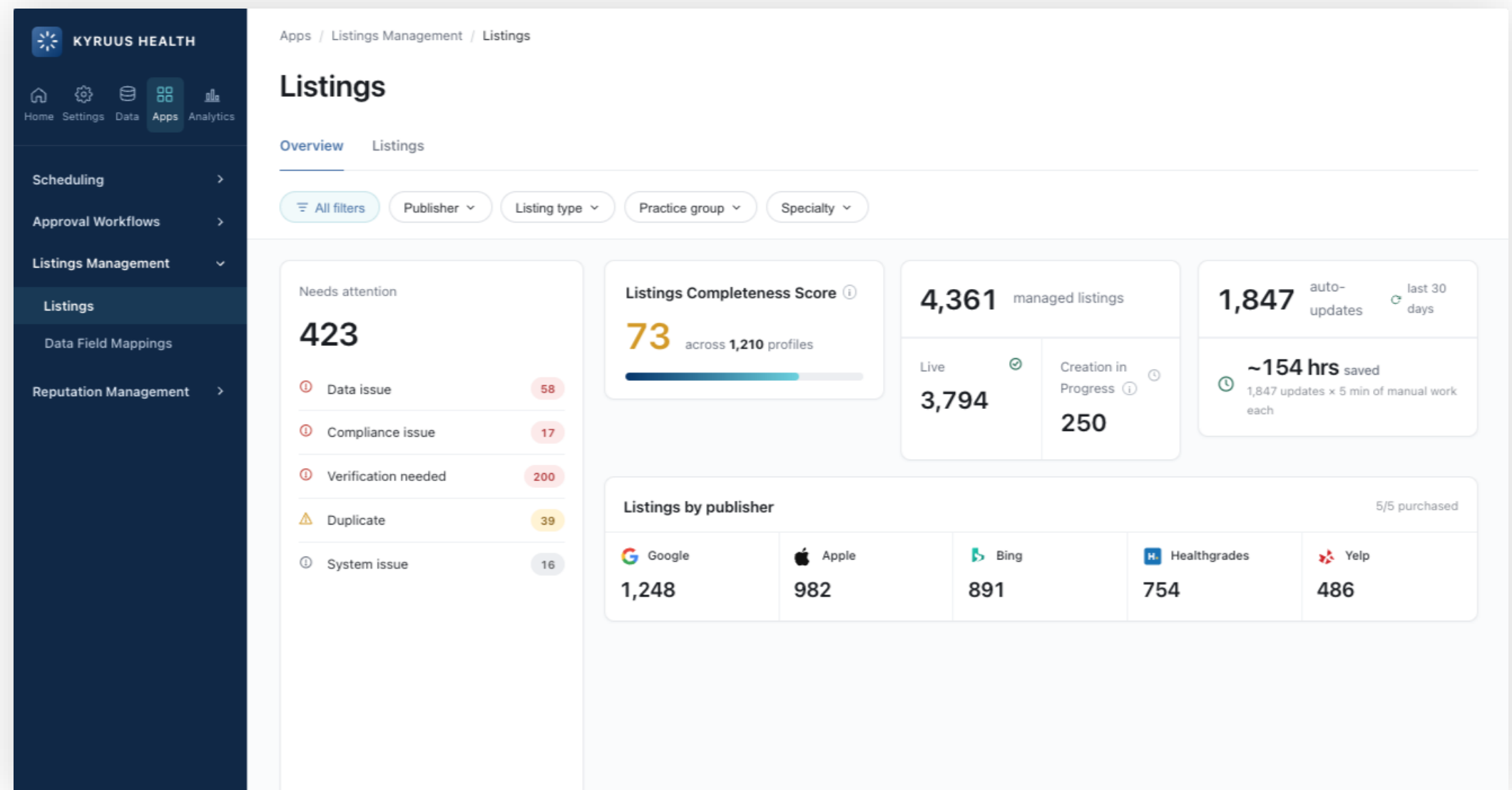
⬆

We're experiencing a temporary system issue with this listing. No action needed and this typically resolves automatically within 24 to 48 hours. We'll reach out if anything is needed from you.

Listings UI Update Coming Soon

Overview tab

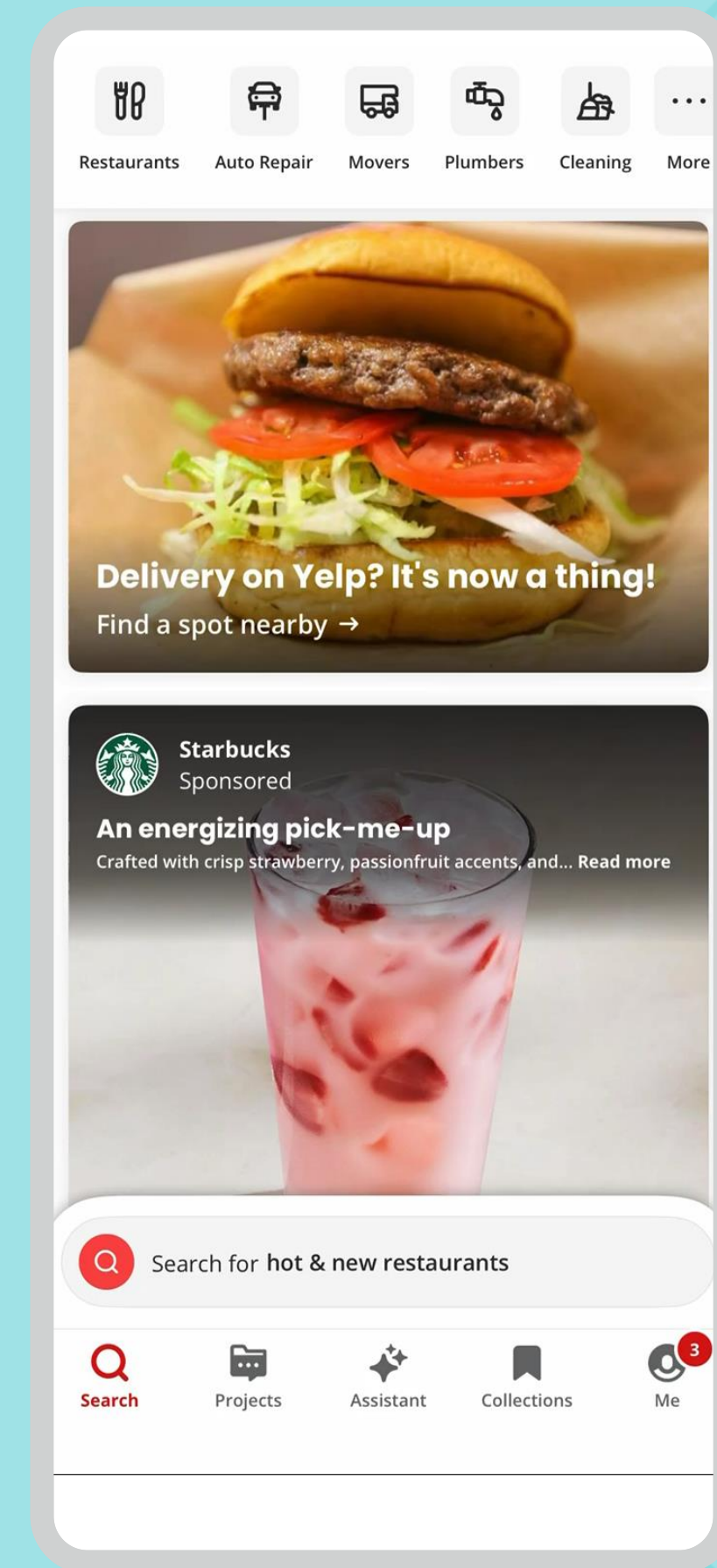
- Simplify listings management by utilizing a single UI for easy viewing, tracking and updating
- Get an at-a-glance view of your entire listings footprint – see total managed listings, what’s live and what’s still in progress
- Quickly identify listings that need attention, with issues broken down by type: data issues, compliance, verification needed, and duplicates.



Gain Visibility on Yelp and ChatGPT

Yelp offers **over 60 categories** in the Health & Medical parent category.

Strategic partnership with OpenAI/ChatGPT, 330M reviews and photos integrated and pulling into search results directly from Yelp.



AI Suggested Reply

Reply *

Thank you for sharing your positive experience. We are delighted to hear about the supportive and professional care you have received. Feedback like yours underscores our dedication to providing compassionate and reliable service. We will share your kind words with our team, as their commitment to excellence is what we strive for. We look forward to continuing to support you in the future.

✦ AI-suggested

Professional ▾ ✦ Generate response

392/4000 characters

Save Changes

Cancel

Review detail view—AI-suggested draft, tone selector, and the required PHI confirmation.

Tone matches sentiment

Seeded from the review's star rating and text—a 5-star review won't come back reading like a 1-star apology.

Four tone options

Professional, Descriptive, Empathetic, Friendly.

Defaults to Professional.

Nothing is auto-posted

A human reviews, optionally edits, and manually submits every reply. A required checkbox confirms no PHI before it can go out.

Auditable and re-drawable

Shuffle for a new draft, and an "AI suggested" / "User refined" origin tag records which replies started as AI drafts.

How Are You Managing This Today?

Help us understand how SEO and GEO work inside your organization right now.

Who Owns It

Is SEO/GEO tracking handled in-house, by house, by an agency, or by marketing alongside everything else? Who decides decides what changes get made?

Provider Data + Listings

How do provider profiles, specialties, and and locations stay current across your site, site, Google, and the directories patients patients actually use?

How You Measure

What do you track today— search rankings, referral traffic, appointments booked? Do you know whether AI assistants recommend you?

Walk us through your current process

Product and Design want to hear from you!

UPCOMING WEBINAR

Co-hosted with 

The AI Search Shift

How patients find care now, and what provider data needs to do to keep up.

DATE

Tuesday, October 22

TIME

1:00 PM ET

[Registration link](#)

04

Scheduling

Health Systems · from the Q3 2026 roadmap

Real-Time Wait Times

PBV New Question Types

UI/UX Updates

Join Waitlist

Embeddable Scheduling

Shipped in the Last Month

Aug 19	Accessibility enhancements across the scheduling flow (WCAG 2.2 AA)	Schedule	GA
Aug 19	Exit confirmation prompt in the scheduling flow	Schedule	GA
Aug 26	Appointment summary card redesign	Schedule	GA

Real-Time Wait Times

Available for both Cerner-powered and Epic-powered health systems.

Estimated Wait Time

15 minutes

Community Urgent Care
123 Main Street, Verona, WI 53593

[Get Directions](#)

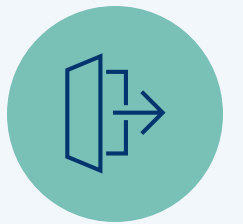
Set expectations early

Patients see estimated waits before arrival, easing anxiety and frustration.



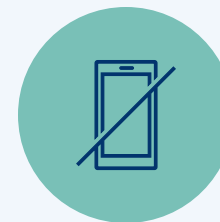
Reduce walkouts

Transparent, live estimates cut waiting-room abandonment and no-shows.



Lighten staff load

Self-service wait visibility cuts inbound "how long?" calls to front-desk staff.



Boost satisfaction

Accurate real-time data builds trust and lifts patient experience scores.



Pre-Booking Validation Updates

Support for Multiple Choice Questions

Two choices — today

Have you seen Rebecca B. Middleton, MD in the last three years?

Yes

No

Three to four choices

Have you seen Rebecca B. Middleton, MD in the last three years?

Yes, within the last year

Yes, one to three years ago

No, another provider here

No, this is my first visit

Five or more choices

What is the reason for your visit with Rebecca B. Middleton, MD?

Select a reason

Continue

Design subject to change

Embeddable Scheduling

Booking, wherever your patients already are

The scheduling widget embeds seamlessly into any page on your website – like this provider directory – putting booking just a click away for patients.

 **WILLOWBROOK**

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Our Physicians / Specialists



Michael Reyes, PA-C
Specialty: Orthopedics/Sports Medicine
Willowbrook Orthopedics and Sports Medicine
Willowbrook Alliance
2400 North Ridge Ave
Suite 100
Fairview, Ohio 44601



Sarah Coleman, DO
Specialty: Orthopedics/Sports Medicine
Willowbrook Orthopedics and Sports Medicine
Willowbrook Alliance
2400 North Ridge Ave
Suite 100
Fairview, Ohio 44601



Emily Chen, PA-C
Specialty: Orthopedics/Sports Medicine
Willowbrook Orthopedics and Sports Medicine
Willowbrook Alliance
2400 North Ridge Ave
Suite 100
Fairview, Ohio 44601

Schedule Appointment

Patient Type

Visit Method

Appointment Type

Provider

Tuesday, July 13

<input type="button" value="9:00 AM"/>	<input type="button" value="10:00 AM"/>	<input type="button" value="11:30 AM"/>
<input type="button" value="12:00 PM"/>	<input type="button" value="1:45 PM"/>	<input type="button" value="+3 More"/>

Wednesday, July 14

<input type="button" value="9:00 AM"/>	<input type="button" value="10:00 AM"/>	<input type="button" value="11:30 AM"/>
<input type="button" value="12:00 PM"/>	<input type="button" value="1:45 PM"/>	<input type="button" value="3:30 PM"/>

[More](#)

Need help scheduling?

Scheduling Facelift: UI/UX Updates

In-Network

YOUR COPAYMENT

\$40

due at visit

Eminence Silver Plan · **Verified**

APPOINTMENT DETAILS

New Patient · New Patient Physical

Michael DiMare, MD · Headache
Medicine

Partners in Health
123 Main Street, Cleveland, OH
44106

Thursday, July 16, 2026 · 2:30 PM
(60 min)

Design subject to change

- **Form Fields** - Reorganized layout with clearer field grouping and reduced visual clutter.
- **Registration Page** - Reduced friction and clearer prompts to speed up patient info entry.
- **Confirmation Page** - Cleaner appointment summary with a more scannable layout after booking.
- **Navigation** - Clearer step indication so patients always know where they are in the flow.
- **Pick-a-Time** - Simplified date and time selection with clearer slot visibility.
- **Cross - Platform Consistency** - One unified experience across mobile, web, and drawer versions.

Join Waitlist

Turn cancellations
into filled
appointments –
automatically.

Join waitlist for earlier appointments

We'll text you if an earlier appointment with this provider becomes available.
Your current appointment stays booked.

☒ Yes, add me to the waitlist

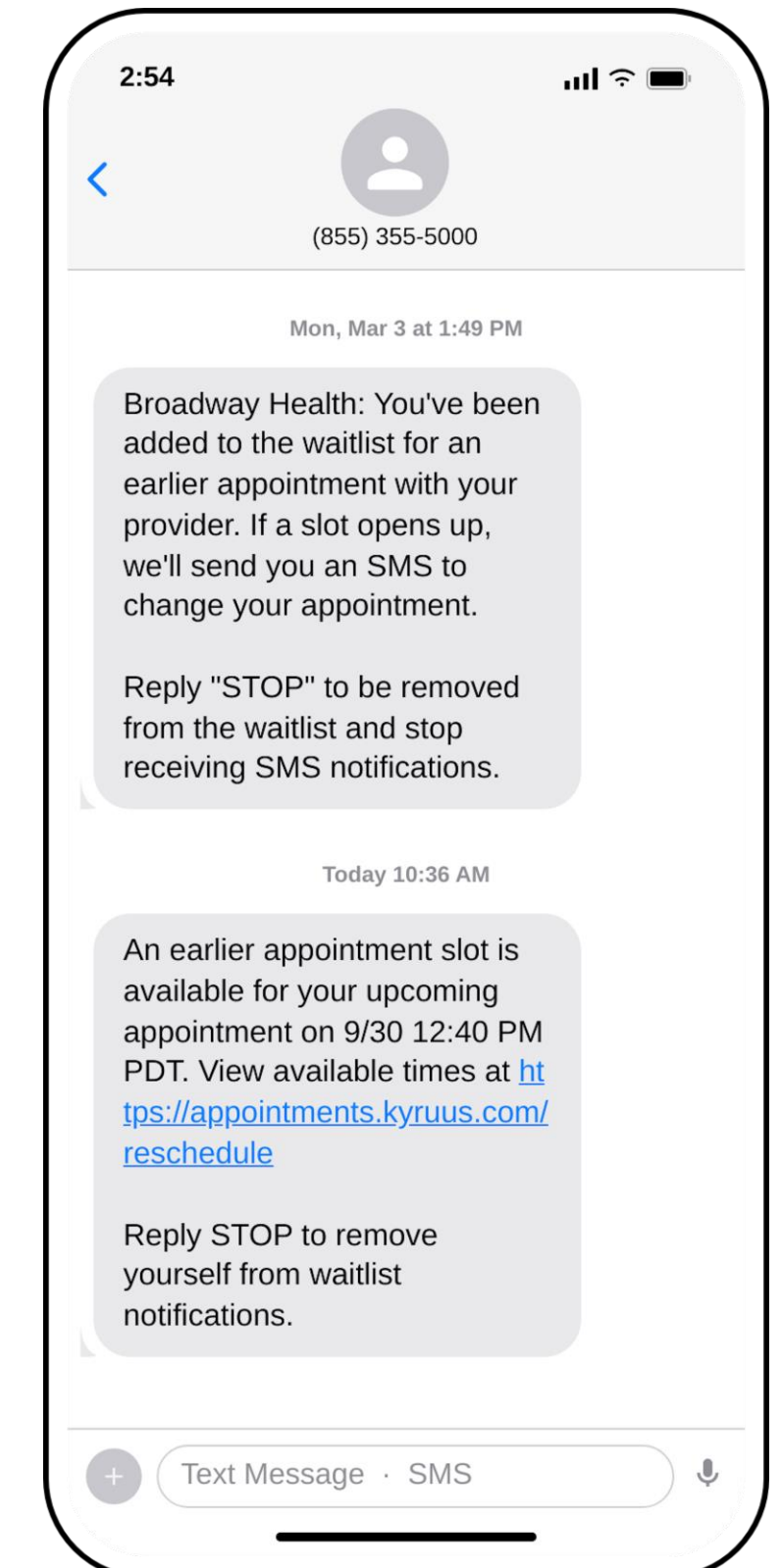
Mobile Number *

(216) 555-0148

Standard message and data rates may apply. Reply STOP at any time to leave the waitlist. Text messages are not encrypted.

We respect your right to privacy. By submitting this form, you agree to receive periodic health related information and updates from us. Please refer to the website privacy policy and terms of service for more information about how your information is used. We cannot guarantee that all communications will be encrypted.

Book Appointment



Insurance Validation & Copay Display

In-Network

YOUR COPAYMENT

\$40

due at visit

Eminence Silver Plan · **Verified**

APPOINTMENT DETAILS

New Patient · New Patient Physical

Michael DiMare, MD · Headache Medicine

Partners in Health
123 Main Street, Cleveland, OH 44106

Thursday, July 16, 2026 · 2:30 PM
(60 min)

Design subject to change

- **Real-time insurance validation and copay retrieval during scheduling** – giving patients cost transparency before they confirm their appointment.
- **Retrieve estimated copay amounts in real time** based on patient insurance data.
- **Display copay to patients during scheduling** so they can plan ahead.
- **Reduces no-shows and front-desk friction** caused by surprise cost disclosures.

Integrate Copay Payments

Allow patients to pay their copay directly within the scheduling flow

Make a payment

Choose Payment

Payment Confirmation

Choose your payment method

☒  Credit or Debit Card

Card number

1234 5678 9012 3456

Name on card

Christopher Mills

Expiry

MM/YY

CVC

123

ZIP

00000

☐  E-Check

☐  Google Pay

Your payment summary

Total payment

\$40.00

 Pay \$40.00

Cancel

 Your payment information is encrypted and processed securely.

Design subject to change

Roundtable & Information Session Registration

Join Us For Our September 16th Roundtable!

Register Now →

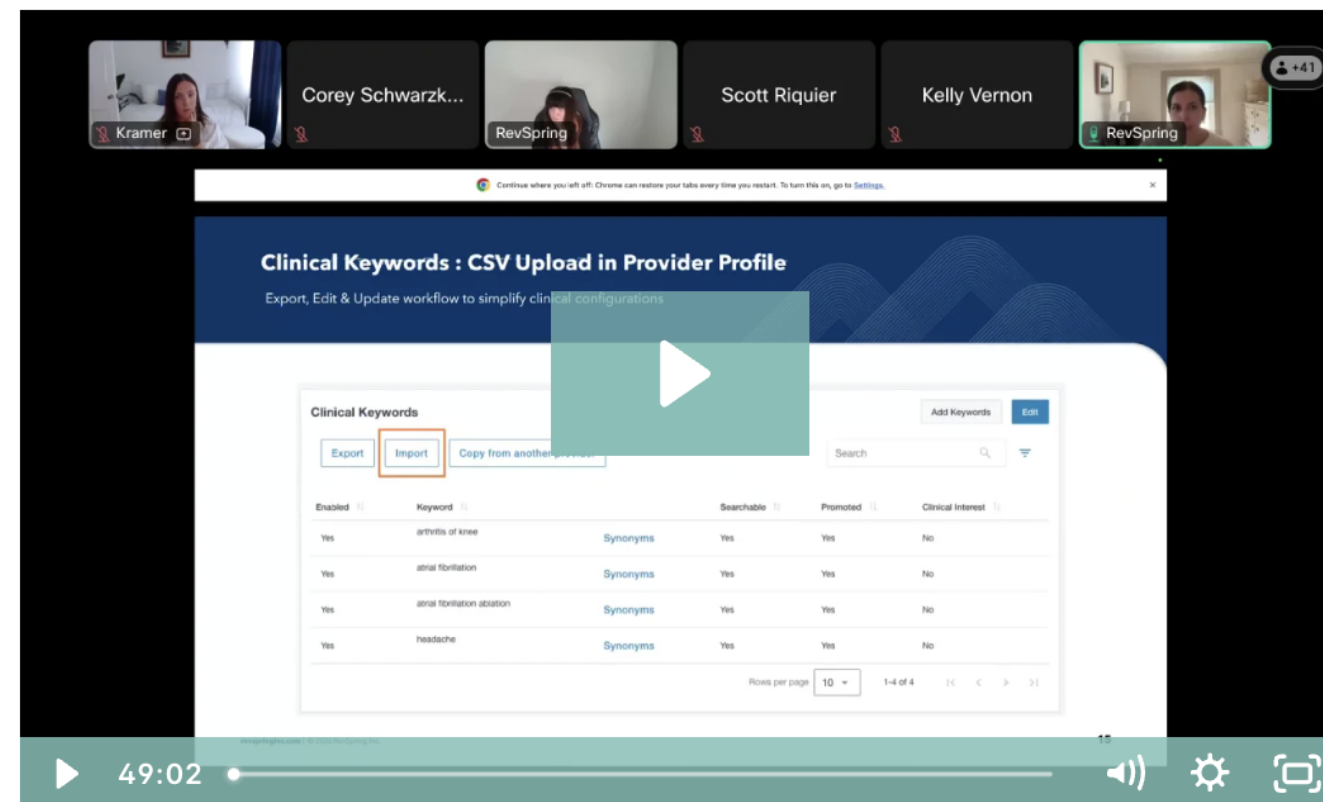
Join our product and customer success experts on **Wednesday, September 16th at 9:00 AM PST | 12:00 PM EST** for our monthly Health System Roundtable to hear about upcoming enhancements, roadmap highlights, and opportunities.

Join Us For Our October 14th Health Systems Guide for Health Systems Location Data Management Solutions Best Practices!

Register Now →

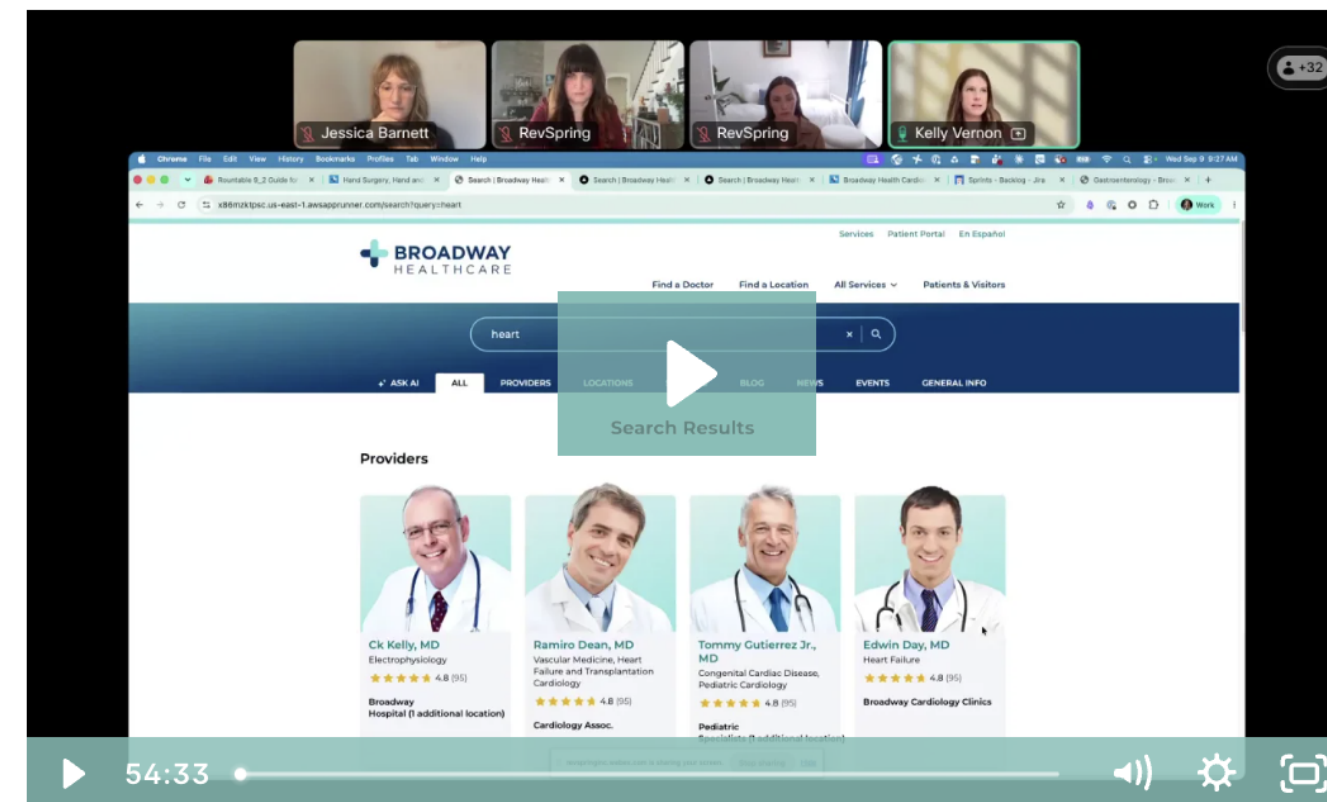
Join our product and customer success experts **Wednesday, October 14th at 10:00 AM PST | 1:00 PM EST** for the for Location Data Management Solutions Best Practices!

Latest Roundtable Recording



Additional Recordings and Decks →

Latest Health Systems Best Practices Recording



Additional Recordings and Decks →

Thank You

NEXT MONTH'S ROUNDTABLE

October 21, 2026

9:00 PM PST / 12:00 PM EST

NEXT MONTH'S BEST PRACTICES SESSION

October 14, 2026

9:00 PM PST / 12:00 PM EST