RevSpring

RevSpring

Short-Term Health System Roadmap

Updated Q3 2026

Q3 RevSpring/Kyruus Health Roadmap

Search › Platform › Growth (Reach) › Scheduling › Data

Search & UX

- Leveraging Search
- Knowledge Graph
- Enterprise MCP
- Advanced NLP
- Guide AI

Kelly Vernon

Listings & Reputation

- Standard Reach Fields
- Listings UI – Updates
- Listings Completeness Score
- Enhancing Image Scaling
- Reserve w/ Google
- New data points
- Yelp / ChatGPT for RM
- Standard Data Fields

Emma Ervin

Scheduling & Care Navigation

- Internationalization Support
- Aggregated Appointment Scheduling
- Real-time Wait Times
- Insurance Validation
- Integrate copay payments

Corey Schwarzkopf

Kyruus Connect

- AI-Generated Bios
- Approval Workflow Upgrade
- AI Enrichment
- Rich Text Support
- Location Data Management
- Provider Data Management

Love Katoch

Data, API & Integrations

- External National MCP

Pat Rockwell · Marie Shea

 © RevSpring Inc.

Provider solutions

Q3 2026

 © RevSpring Inc.

RevSpring

Kyruus Connect for provider & locations

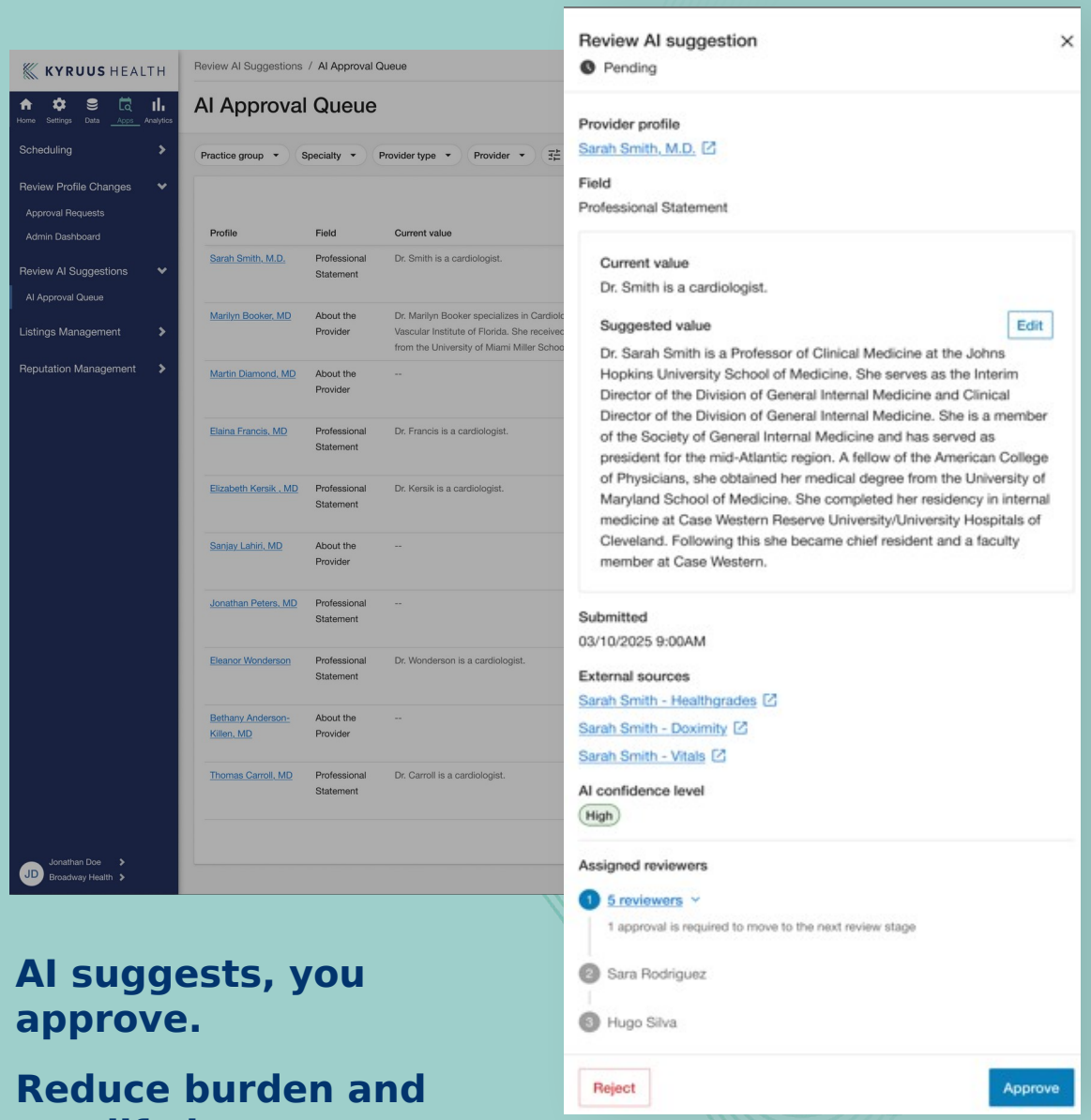
Q3'26 Product Roadmap

AI-generated provider bios

Get instant coverage across your full network, without requiring your team to write a single word.

Kyruus uses the structured data in Kyruus Connect and trusted websites to generate accurate, professional bios for every provider in your network.

- **Meaningful bios** for your full network, including the providers who've never had one
- **Consistent quality and voice at scale.** Each health system gets a configuration that matches their brand standards and communication guidelines.
- **Higher search visibility** as richer profiles are more likely to surface in AI-powered search
- **A review-and-approve workflow built into the core product.** No bio publishes without explicit sign-off, giving health system teams full control over what reaches patients.



AI suggests, you approve.

Reduce burden and amplify impact.

Approval workflow upgrade

Data Governance, Made Simpler

WHAT'S NEW

- Provider Profiles remains editable even when a review is pending, removing the data restrictions of the current AWF tool
- Modern interface to approve and reject with fewer clicks
- Assign reviewers to groups for easier management
- Self-service: admins can set up or change reviewers for each practice group without needing support tickets

AI ENRICHMENT	PROVIDERS PROFILE	LOCATIONS in LDM
Q2 ’26	Q3 '26	Q4 '26
• Coming soon!	• In progress	• Upcoming

 © RevSpring Inc.

AI enrichment: what’s next & later

In Development & On the Horizon

NEXT — In Discovery

Clinical Keywords for Health Systems

AI-derived, claims-informed keywords mapped to each provider’s actual practice patterns — not just specialty labels.

Provider Profile Scores

Automated SEO + GEO + patient friendliness scoring to surface profile gaps and prioritize improvements.

LATER — On the Horizon

Insurances Accepted

Verified, continuously-updated payer data surfaced at the individual provider level.

Frequency of Services

Claims-derived procedure volume to validate and enrich clinical keyword accuracy.

Per-Location Equipment

Facility-level capability data to improve searchability and patient routing decisions.

Research and Publications

Automatically surface research and clinical contributions on providers profiles.

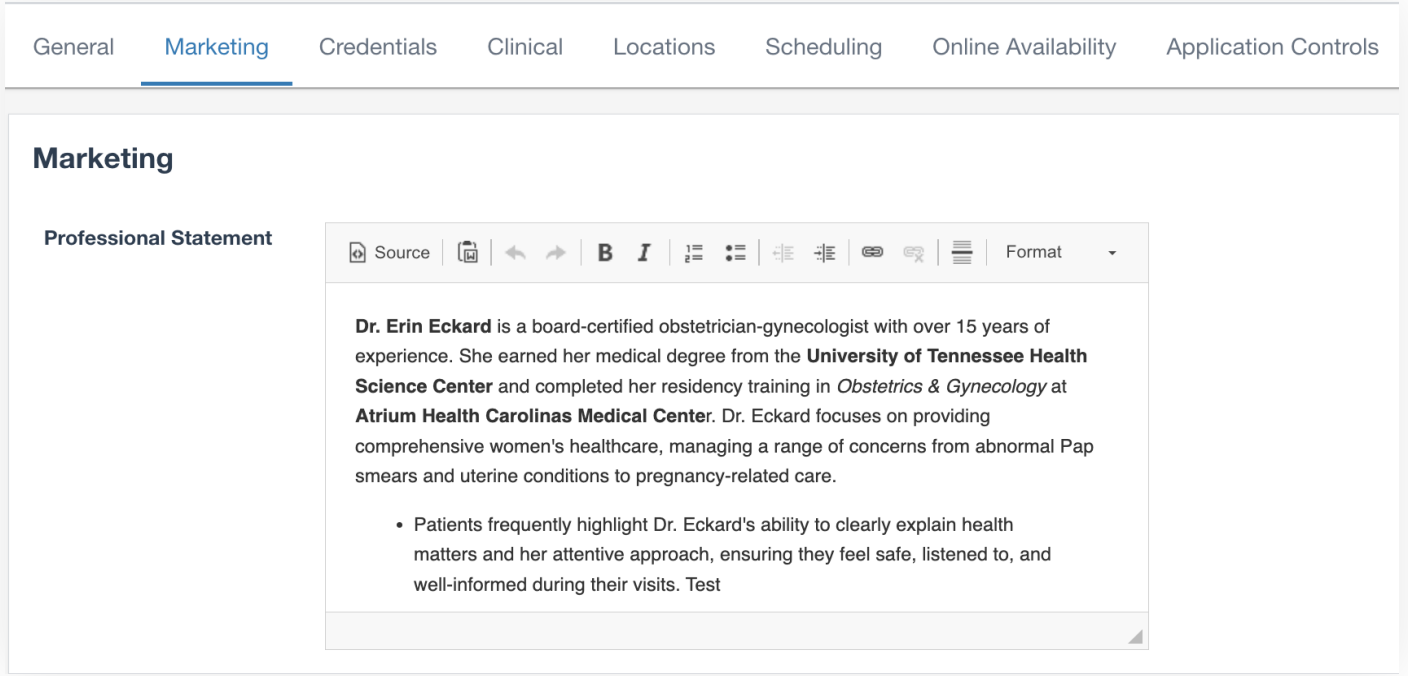
Smart Bio Refreshes

Surface suggested bio changes as your underlying data evolves.

 © RevSpring Inc.

Rich text support for providers & locations

Support bold, lists, links, and more across key description fields



Once live, all text fields, both standard and custom, in Providers and Locations will support rich text.

 © RevSpring Inc.

Location data management

Clinical Keywords for Locations

Extend KCL clinical taxonomy to locations so location search (in Guide) is as sharp as provider profile search – powered by the same Template Management and Bulk Edit tools already in place.

Provider-Location Intersectional Data

Extend the provider-location data to support working hours, Reach publishers, specialties, and custom fields, so health systems an fine-tune provider context down to the individual location.

Special, Holidays & Exception Working hours

Handle holidays, closures and one-off schedule changes with exact start and end dates at the location level.

Partner with us!

New experience! We’re always listening for feedback and ways to make it better. Got thoughts? Your CSP is the way in.

 © RevSpring Inc.

Provider Data Management Q3 Roadmap

Audit Logs for Ingestion Changes

Extending Data Auditing to ingestion changes as well, covering all data changes made either manually or through ingestion for Providers data

Coming Soon

CSV Upload for Clinical Keywords

CSV upload to update templates and provider clinical configurations, completing the loop of export, edit, and update for Clinical Data Management

Export & Bulk Update Providers Data

Doubling down on the Export and Bulk Update feature, extending it from Locations to Providers as well, making data management simpler

Reach Tab in Connect Admin

Dedicated Reach tab for all standardized fields at the Provider-Publisher-Location intersection, making it easier for users to manage provider data for each publisher

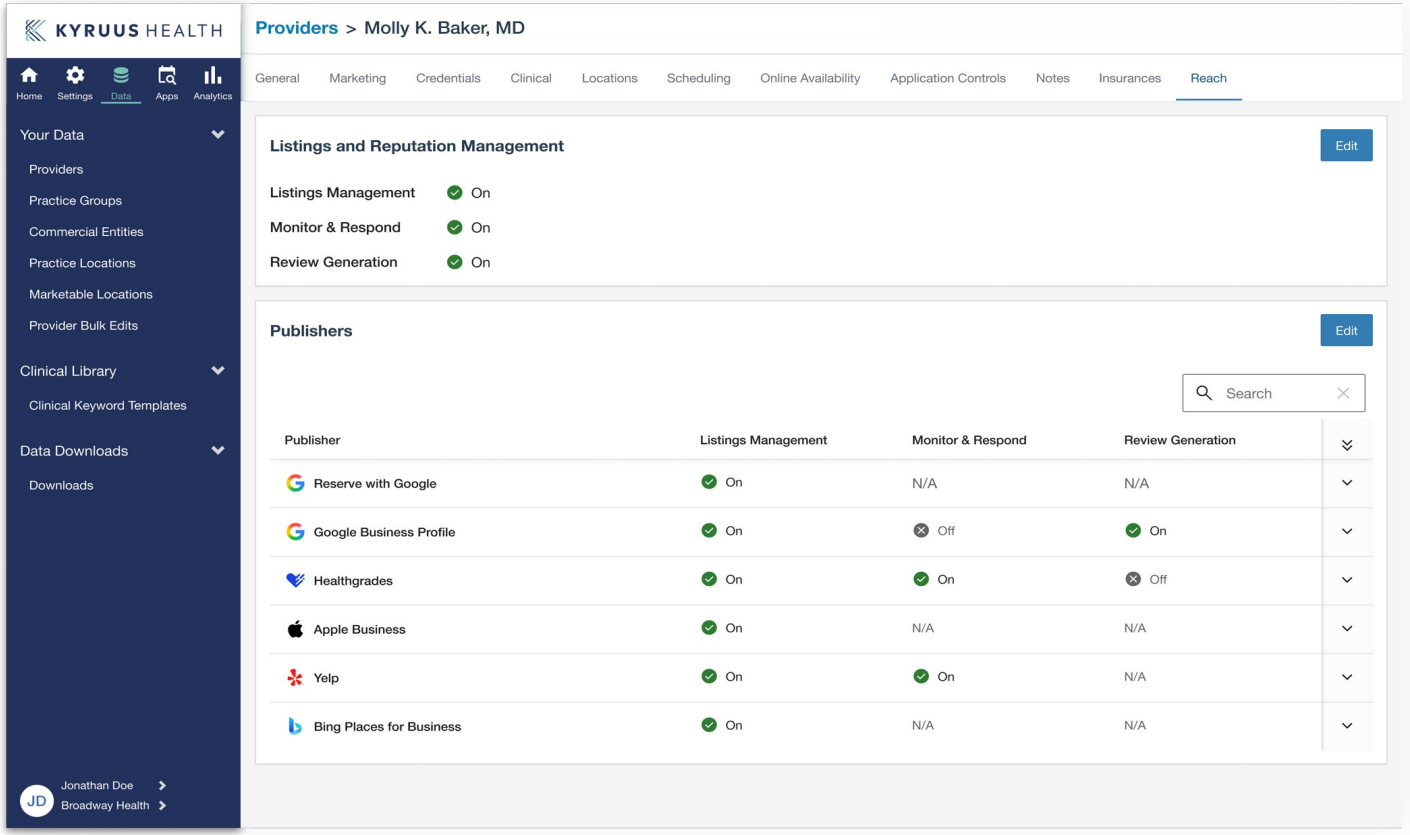
 © RevSpring Inc.

RevSpring

Reach: listings and reputation management

Standard Reach fields

- Introduction of a Reach tab at the provider and location level
- Single pane to control all Reach fields for Listings and Reputation Management and all publishers
- Increased flexibility at the provider-location intersect

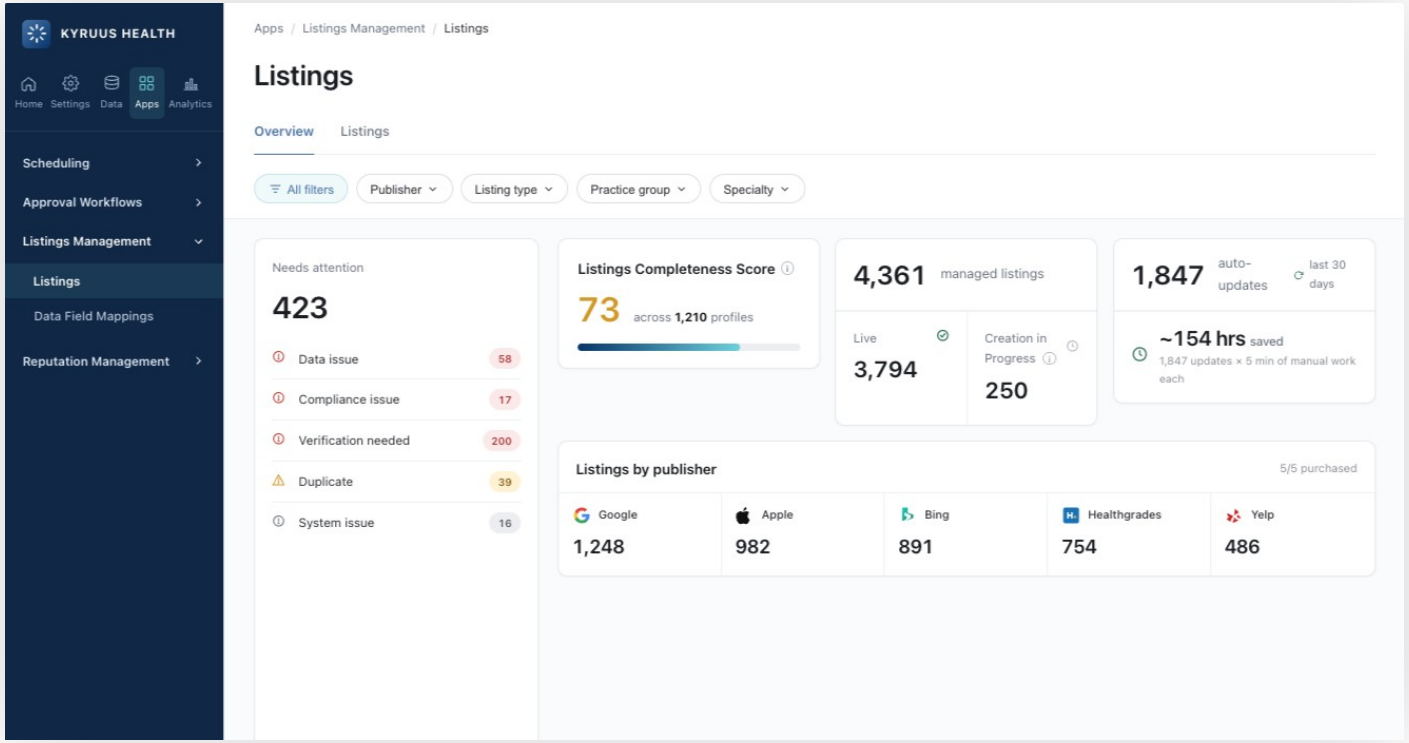


 © RevSpring Inc.

Listings UI updates

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.

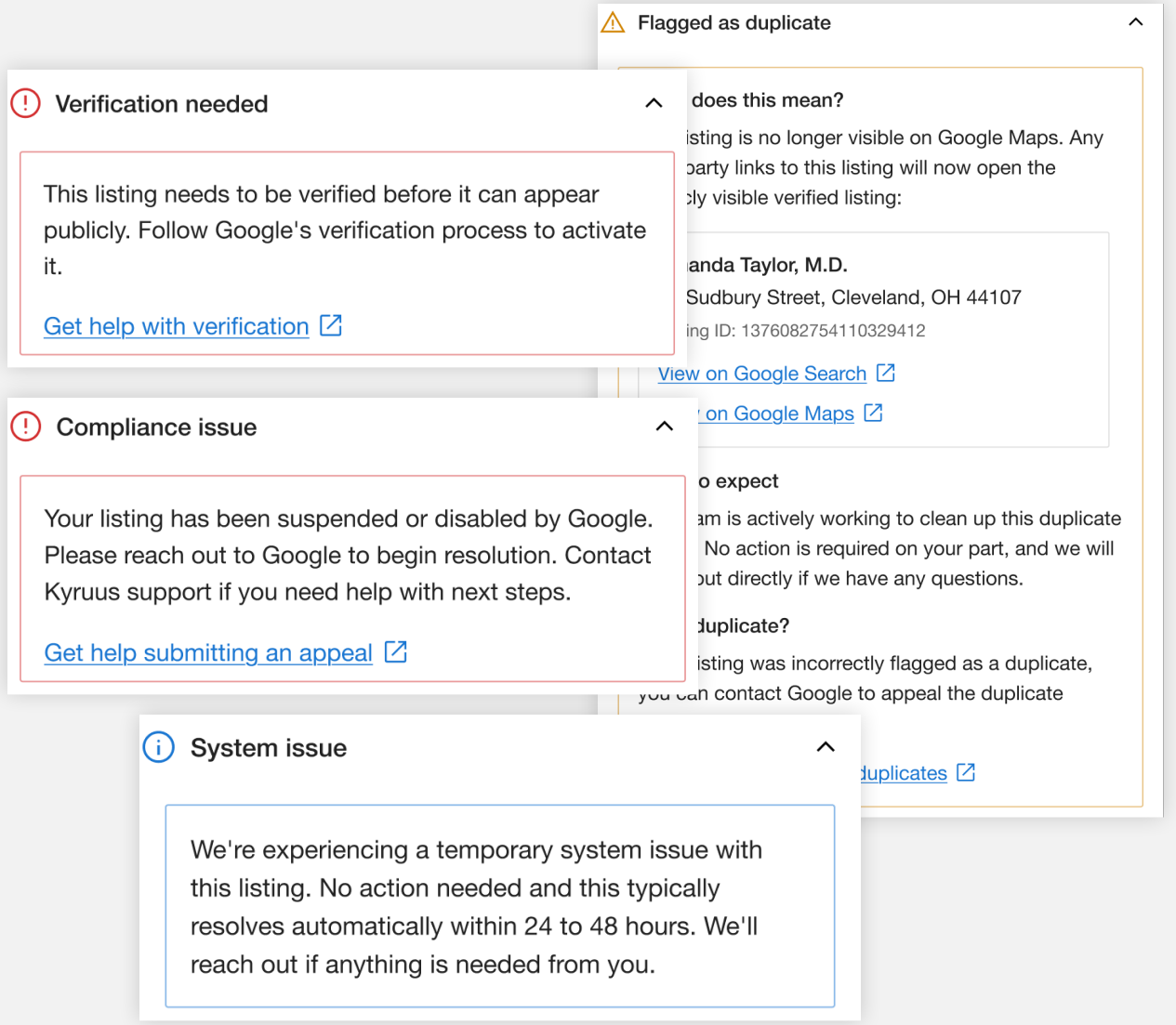


 © RevSpring Inc.

Listings UI updates

Needs Attention Flags

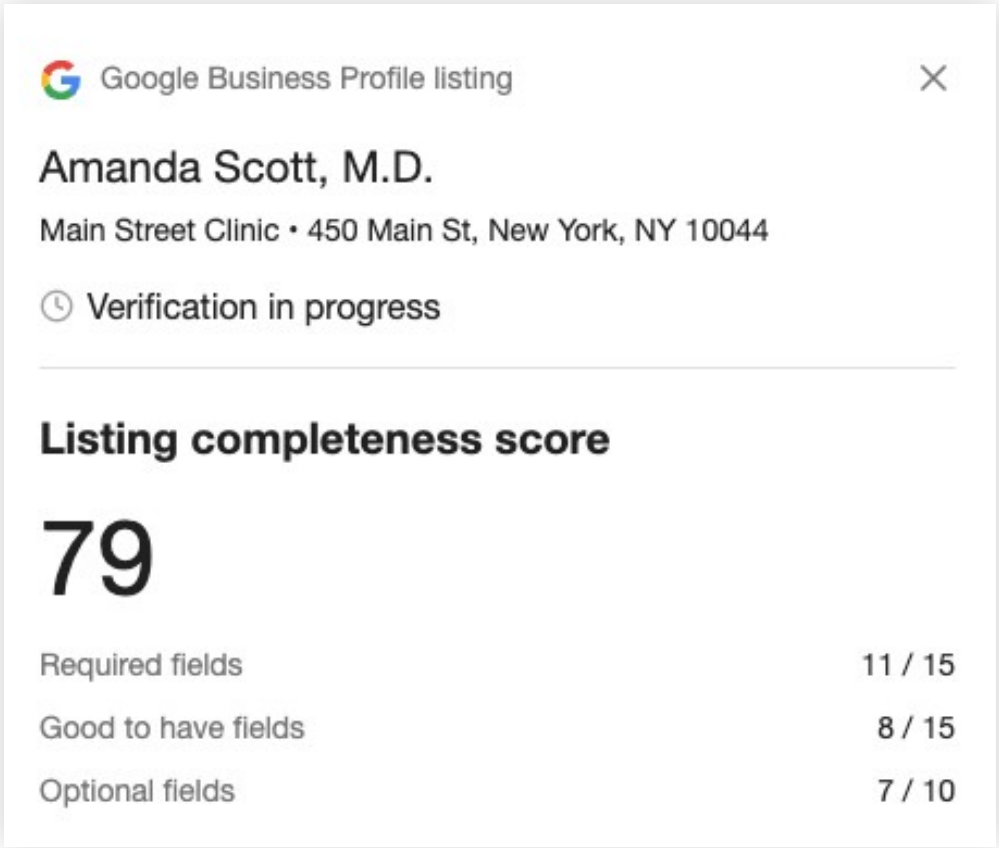
- Surface listings that require action, organized by issue type – data issues, compliance, verification needed, duplicates, system issues.
- Prioritize your work at a glance with issue counter per category, so your team knows exactly where to focus first.
- Drill into any issue type to see the specific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



 © RevSpring Inc.

Listings completeness score

- **Know exactly where your listings stand, at a glance** — a publisher-aware completeness score for each provider and location listing shows customers precisely which data gaps exist across Google, Apple, Bing, and Healthgrades, so teams can stop manually auditing fields and focus on what actually needs attention.
- **Prioritize the changes that move the needle most** — required fields are weighted more heavily in the score, guiding listing managers toward the highest-impact improvements first and making it easy to track progress as data quality improves over time.



 © RevSpring Inc.

Representative designs only. Final product may differ in appearance and functionality.

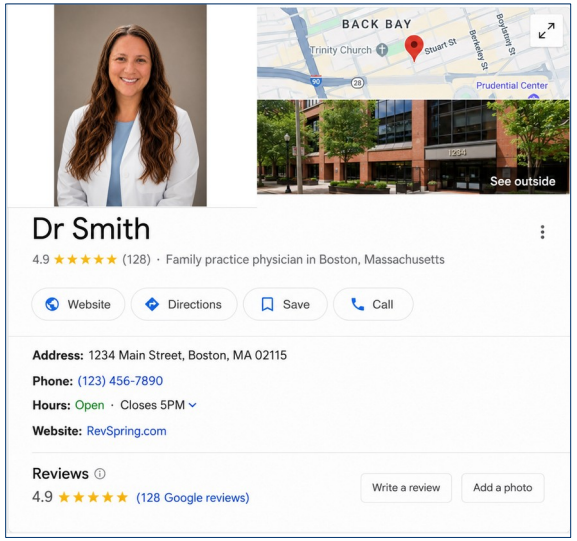
Image scaling service update

Introducing Fit Behavior

- **Provider photos on Google Business Profile now display full portraits** — images are intelligently scaled to fit landscape formats without aggressive cropping or zooming, so patients see a complete, professional photo of their provider rather than a tightly cropped face.
- **No image re-uploads required** — improved image scaling through a simple configuration change, preserving existing workflows while immediately improving the visual quality of syndicated provider listings across publisher platforms like Google.







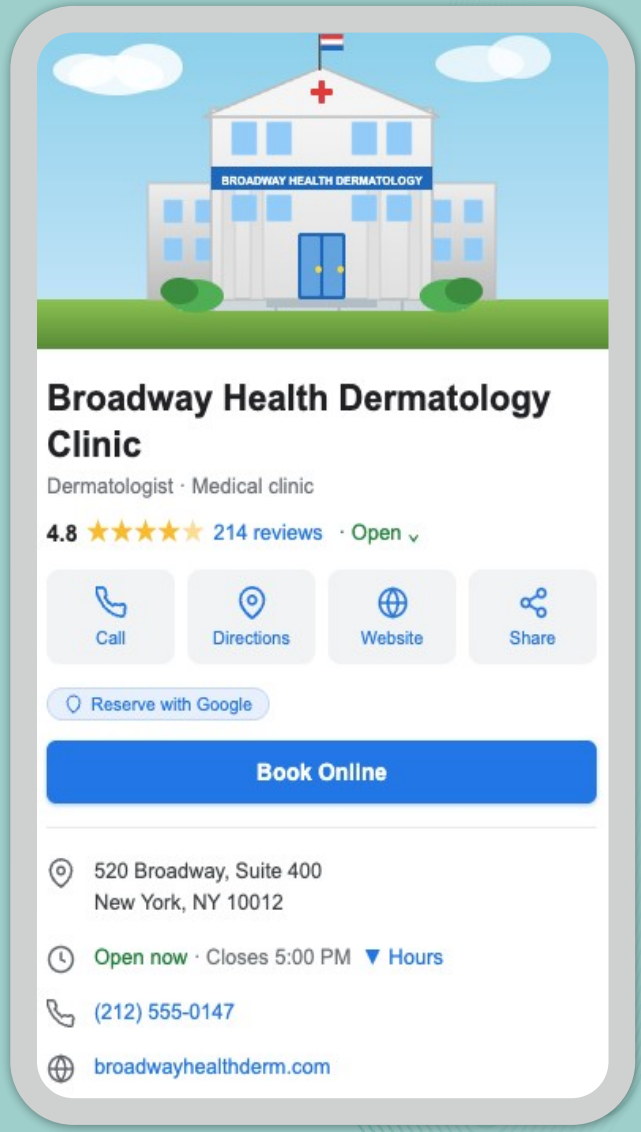
 © RevSpring Inc.

Reserve with Google

Expanding to Include Locations (Beta)

Capture location-based searchers, not just provider searches:
Many patients search for "clinic near me" or a specific practice name rather than an individual doctor. Extending Reserve with Google to locations ensures those patients see a "Book Online" button too, so no appointment opportunity is lost based on how someone searches.

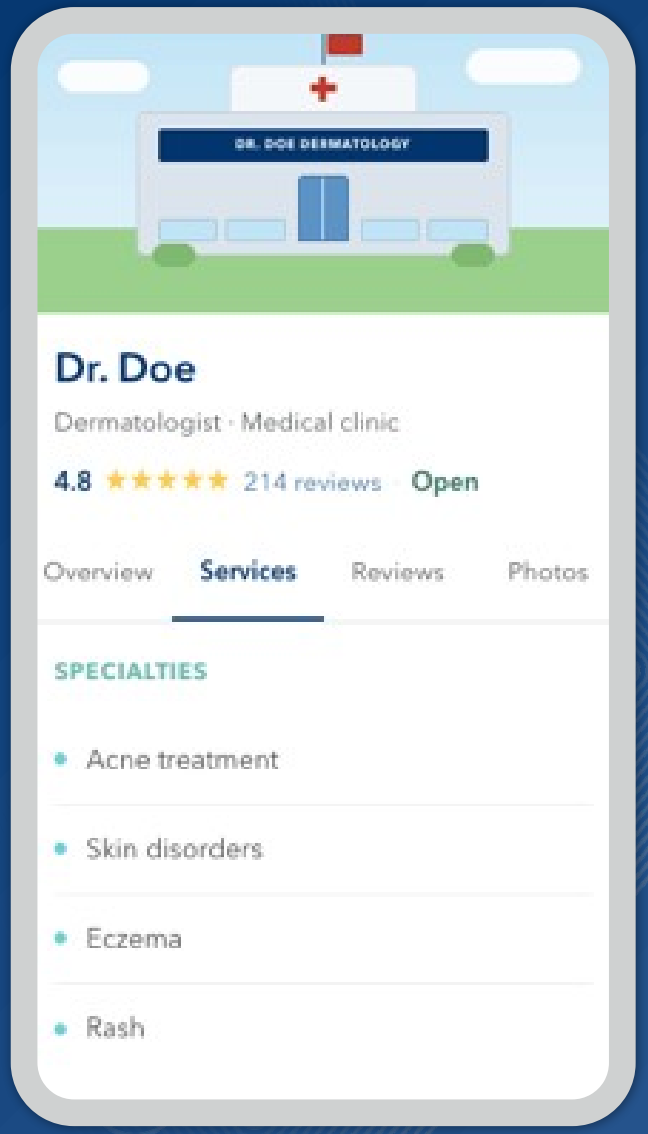
Strengthen the location's online presence:
The blue "Book Online" button signals to prospective patients that the practice is active, accessible, and tech-forward — a competitive differentiator on a crowded search results page.



 © RevSpring Inc.

Increased data points - Google

More healthcare data, more value

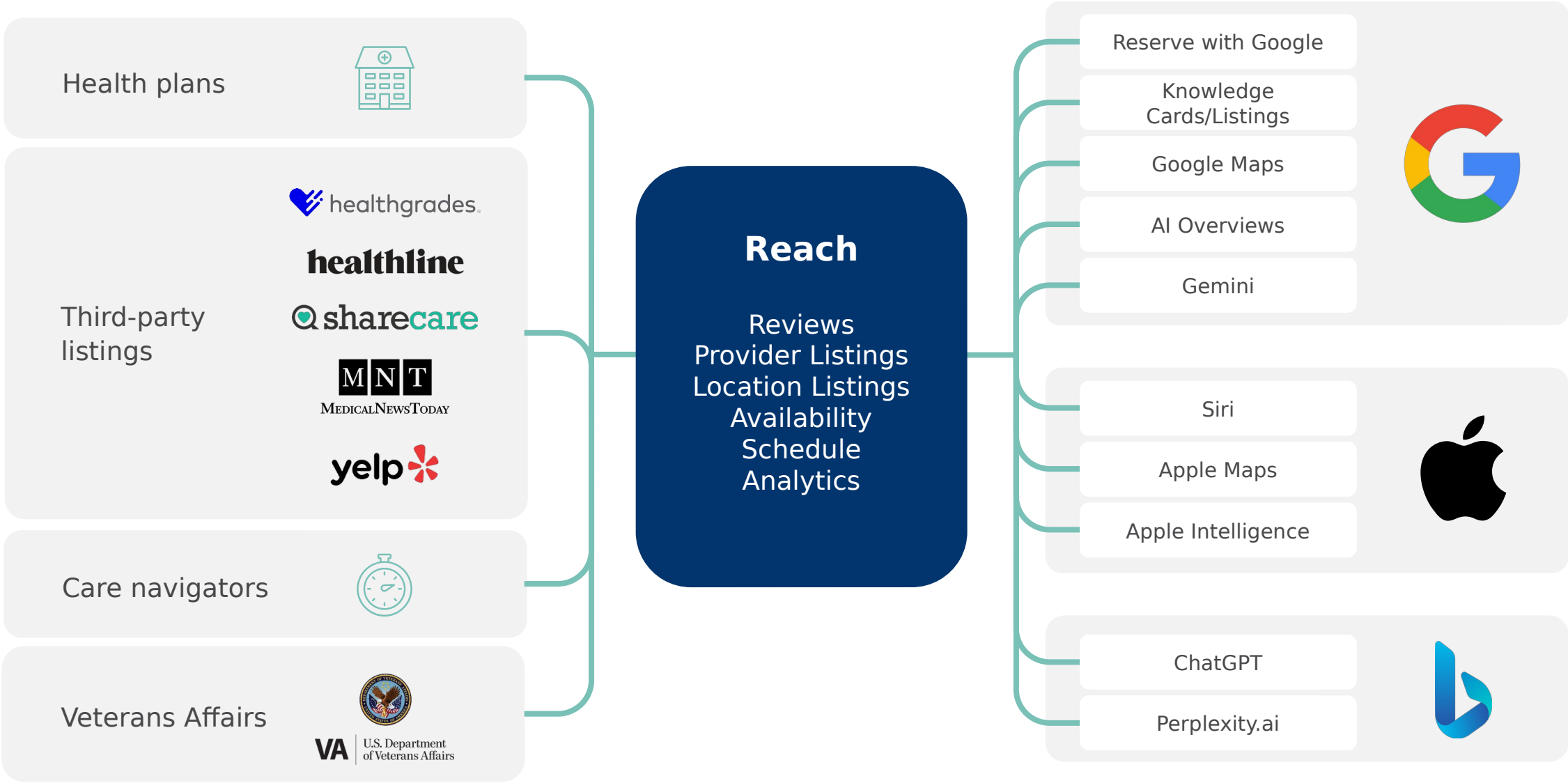


Putting healthcare data where it's useful:
We're enriching Google Business Profiles with clinical keyword data, surfacing what providers actually treat right where patients are already searching.

More informed patients, right at the point of search:
Patients can see the specific conditions and specialties a provider treats directly on their Google Business Profile — helping them confirm fit before they ever click through or call.

 © RevSpring Inc.

Listings you can trust, straight from the source

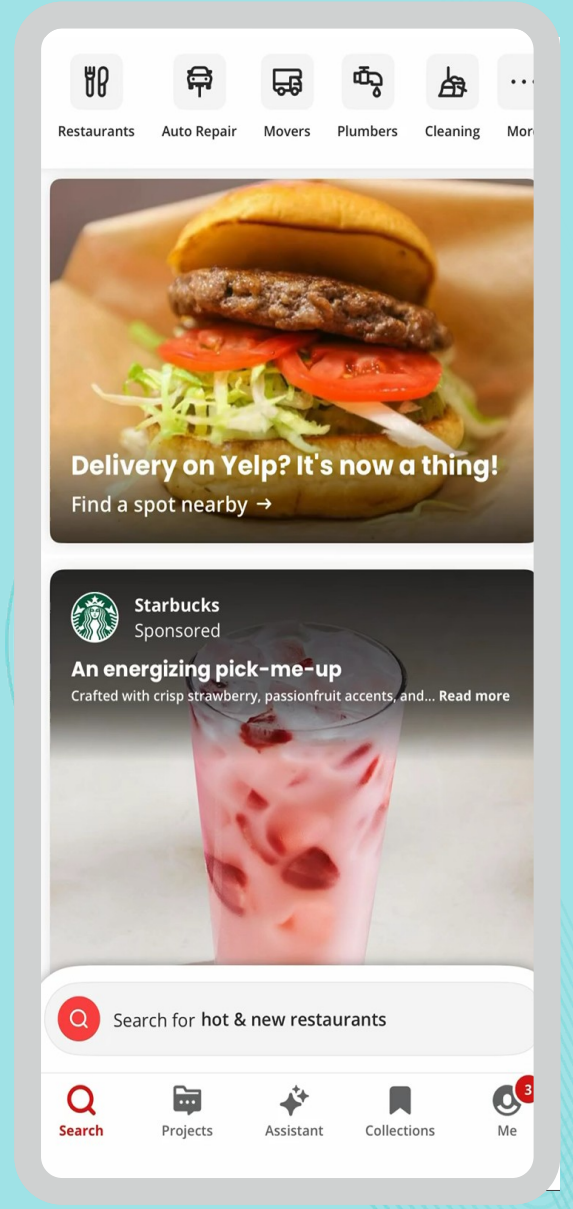


 © RevSpring Inc.

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.



View list of all Yelp categories here

 © RevSpring Inc.

RevSpring

Scheduling & care navigation

Internationalization support

Available Now. Translate pre-booking and clinical validation content into additional languages.

Date of Birth validation

The pre-booking DOB control can now

be translated into other languages.

Clinical validation

Question labels, input labels, and banner messaging are translatable.

Simple select (Yes/No)

All question, label, and banner messaging elements are translatable.

Appointment purpose

Purposes shown in Schedule now support translation.

Date & time localization

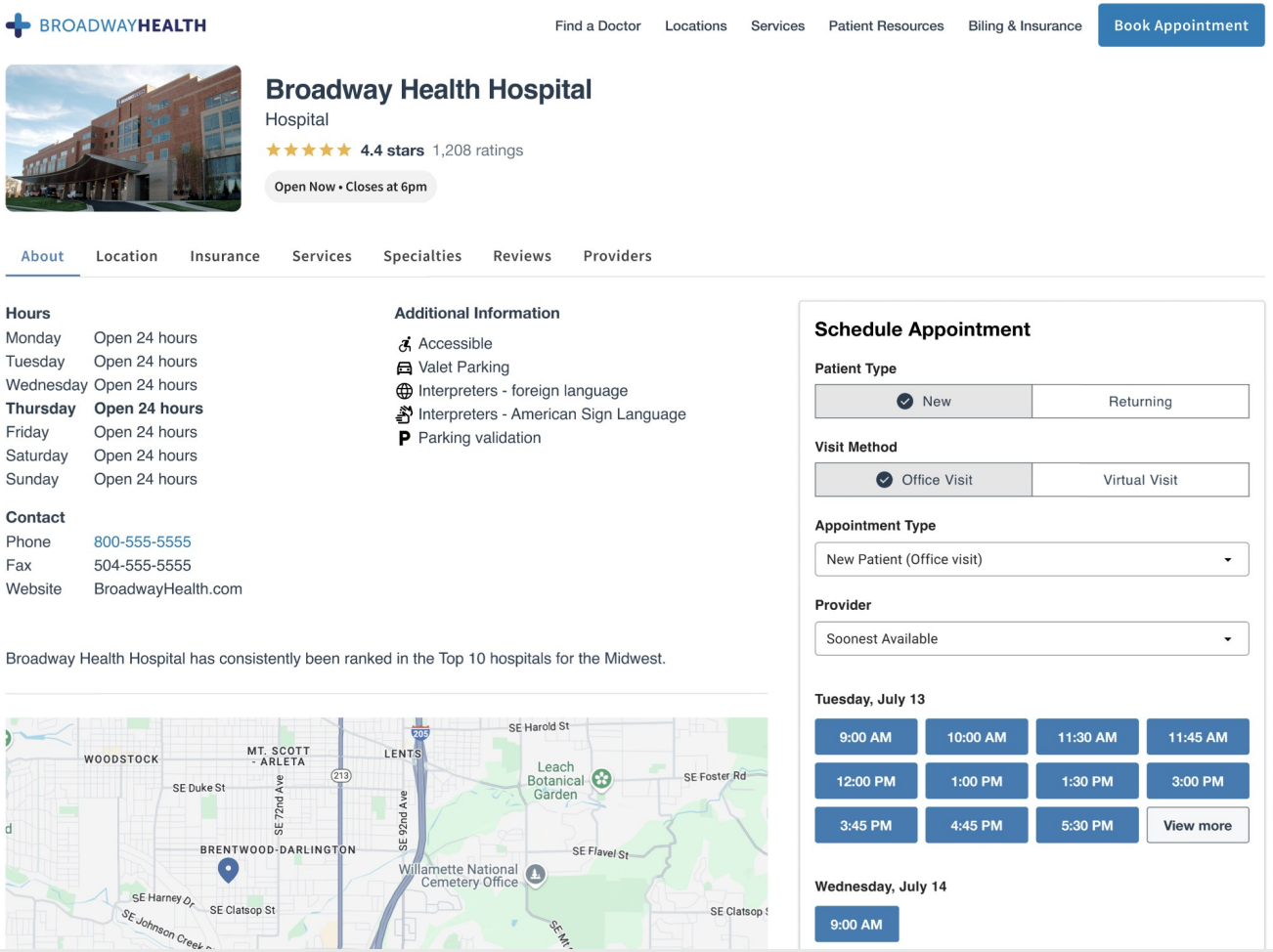
Shown in the correct format for the patient's locale.

Accessibility localization

Screen-reader ARIA labels are no longer hard-coded in English.

 © RevSpring Inc.

Aggregated appointment scheduling



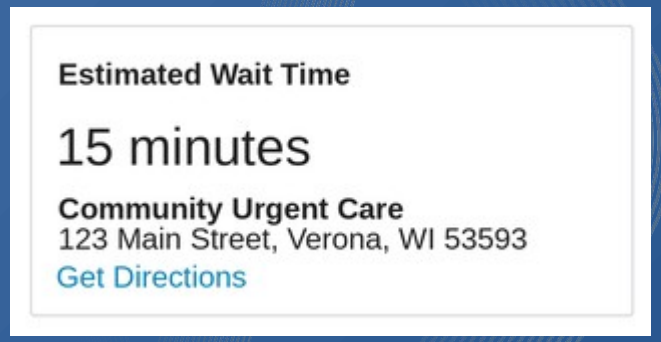
- Click to edit Master text styles
  - Second level
    - Third level
      - Fourth level
        - Fifth level

- Enable provider-agnostic scheduling for locations.
- Generally available now.

 © RevSpring Inc.

Real-time wait times

Coming soon for Cerner-powered health systems.



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

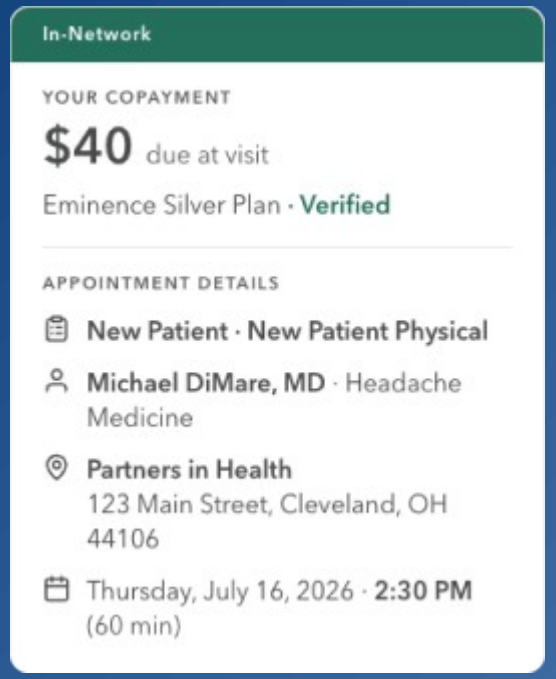
Self-service wait visibility cuts inbound “how long?” calls to front-desk staff.

Boost satisfaction

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

 © RevSpring Inc.

Insurance validation & copay display



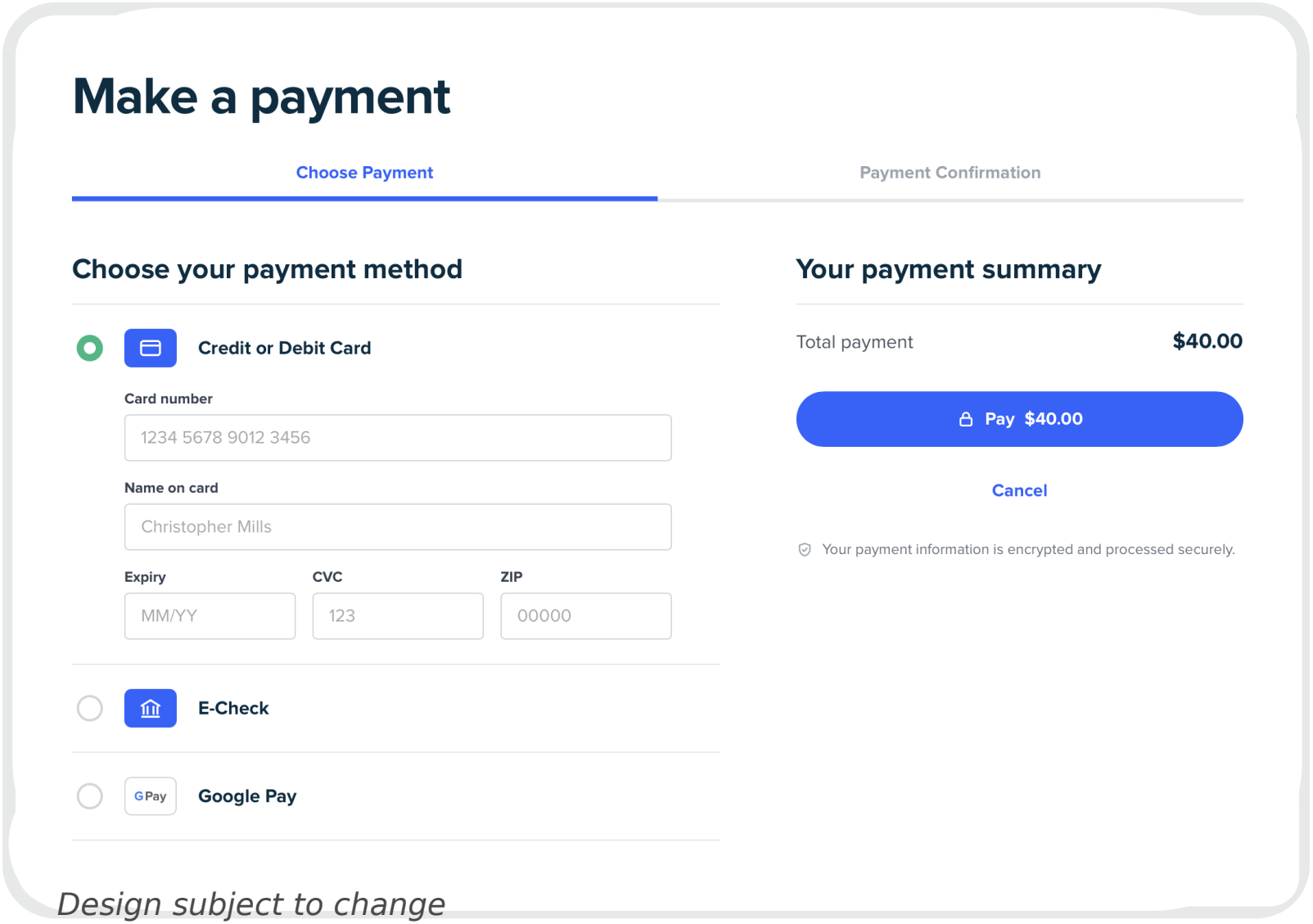
Design subject to change

- **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.

 © RevSpring Inc.

Integrate copay payments

Allow patients to pay their copay directly within the scheduling flow



Design subject to change



REVSPRING

Search & UX

Three ways to leverage search

Flexible deployment options to accommodate your health system's needs.

Search APIs

Integrate our provider search APIs directly into your own find-a-doctor experience, giving your team full control over design and implementation.

Provider Directory

Deploy our ready-built, branded directory UI powered by the Search APIs, hosted on a dedicated domain with no development lift required.

Guide for Providers

Offer patients a unified search experience living directly on your health system's website — surfacing providers, locations, *and* your web content in a single, seamless search.

 © RevSpring Inc.

Advanced NLP: smarter provider search

Understanding complex, multi-term queries

QUERY IN ACTION

"*Female Spanish speaking cardiologist near Columbus*"

NLP Engine Extracts:

GENDER female	**LANGUAGE** Spanish
SPECIALTY cardiologist	**LOCATION** Columbus

Before: Keyword-only matching — missed specialty + language combo
After: Each term extracted, categorized, and matched independently

ENHANCEMENTS

Upgraded NLP Engine (foundation) ✓ LIVE
Released to all health systems

Credential & title recognition ✓ LIVE
"*nurse practitioner*" and "*obgyn NP*"

Location proximity ✓ LIVE
"*near*", "*close to*", "*by*," "*in*"

Language prefixes ✓ LIVE
"*Spanish speaking*" vs "*speaks Spanish*"

New patient availability ✓ LIVE
"*accepting new patients*", "*taking new patients*"

Insurance acceptance ✓ LIVE
"*takes [insurance]*", "*covered by [insurance]*"

 © RevSpring Inc.

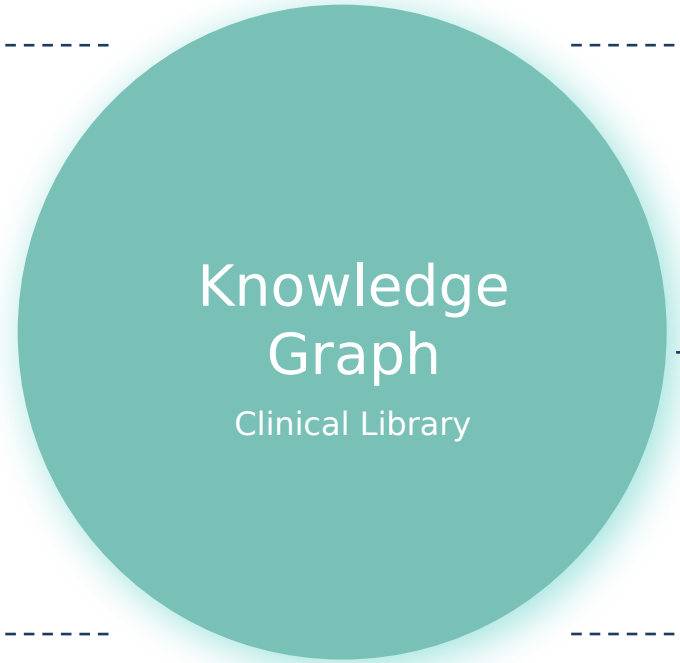
The knowledge graph

Intelligently mapping symptoms & plain-language phrases to the right clinical specialty

"tightness in my chest"
→ maps to
Cardiologist

"bloated belly"
→ maps to
Gastroenterologist

"can't sleep, exhausted"
→ maps to
Sleep Medicine



"blurry vision lately"
→ maps to
Ophthalmologist

"knee hurts when I run"
→ maps to
Orthopedics

"really anxious all the time"
→ maps to
Psychiatry

ROLLOUT TIMELINE

Beta launch in progress

All health systems Later Q3 — GA release

Enterprise health system MCP

Source of truth for your agents to recommend care



Private MCP server that gives AI agents direct, secure access to your health system's own verified provider and network data



Acts as a translation layer between AI agents and our existing Search API, so agents can query provider and location data without custom integration work



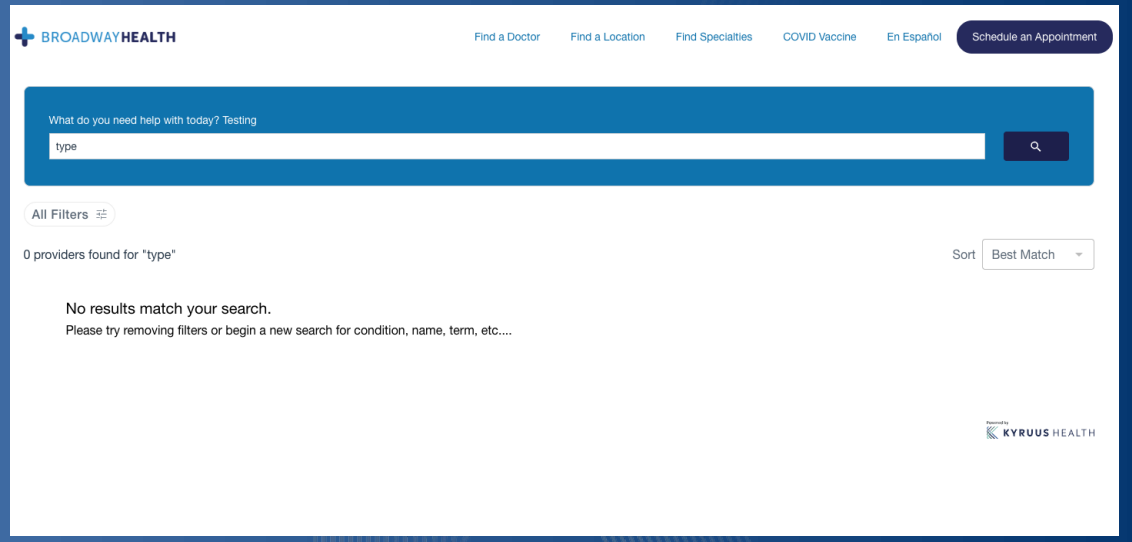
Isolated instance grounded in your data that allows health systems to own internal AI initiatives

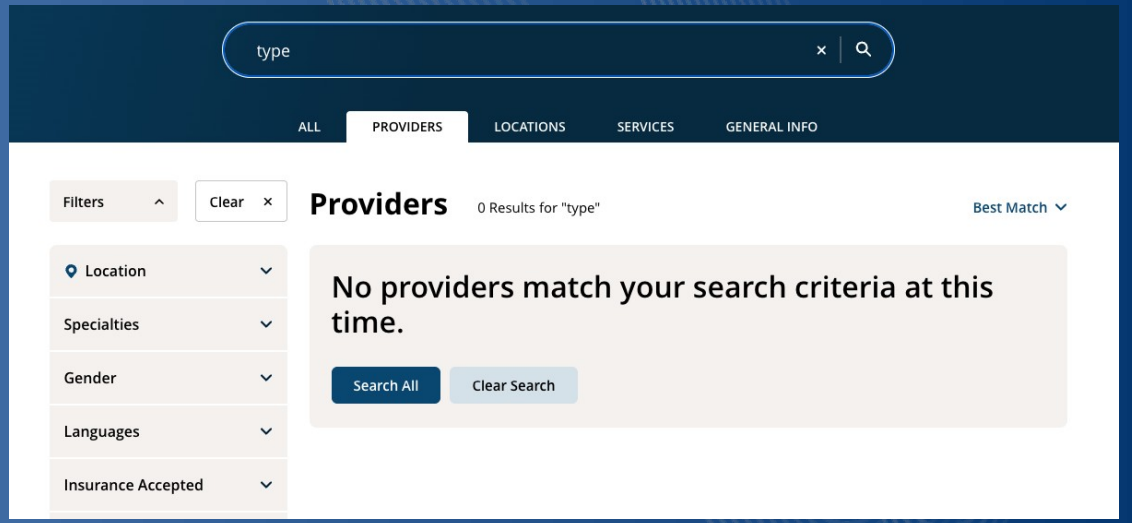
 © RevSpring Inc.

Get to the right care, even if a search comes up empty

Fewer dead ends, more care options

- **Smarter "No Results" Handling** - Enhance the no-results page with helpful, actionable guidance that connects patients to care
- **Improved search suggestions –** Include suggested search experiences on the no results page
- **Tackling over-filtering -** Recover gracefully when a patient's filter combination returns no results, guiding and communicating with the patient on next steps

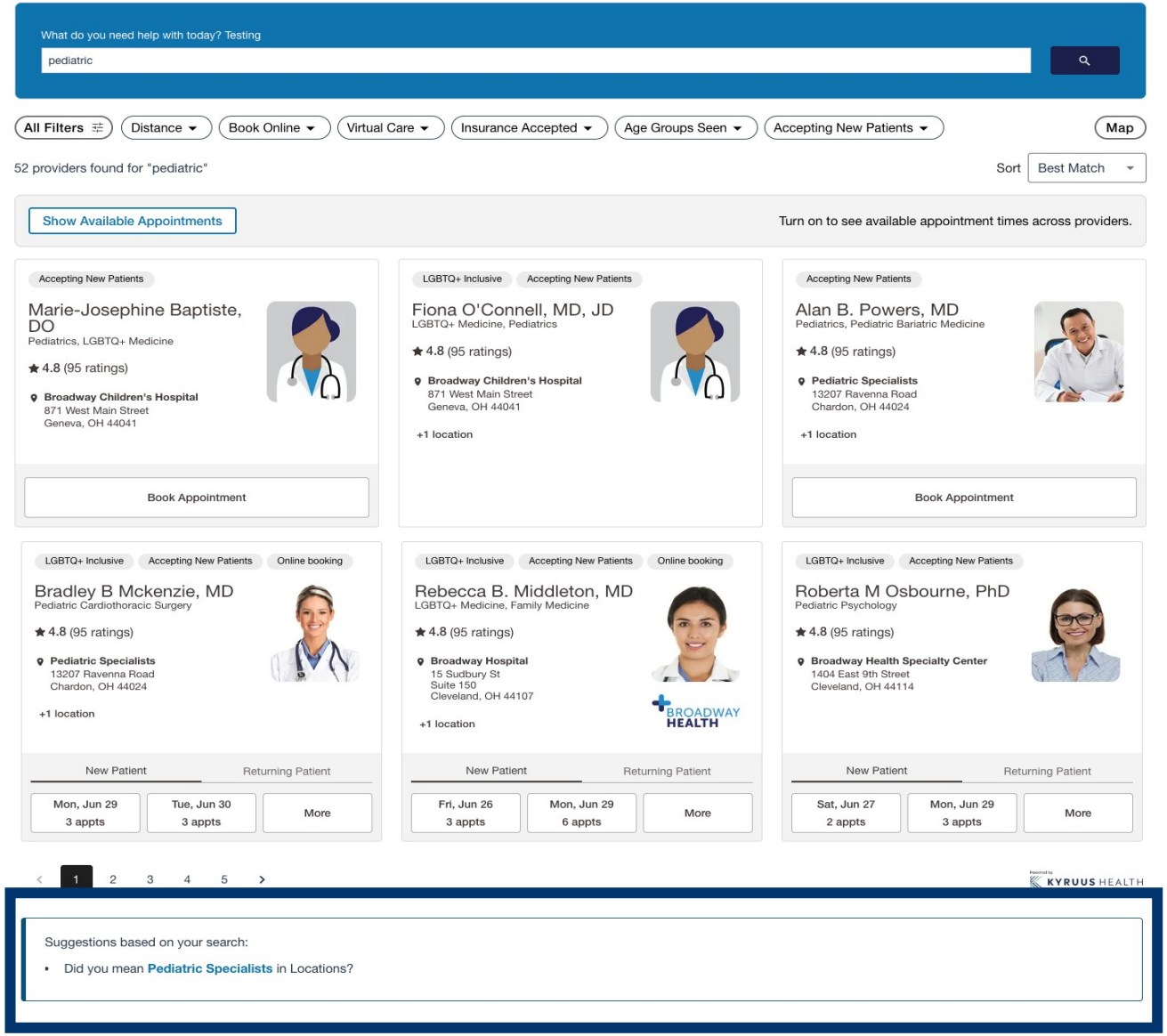




 © RevSpring Inc.

Improved suggestions based on your search

- Relevant results, even on a partial match
- Categorized, intuitive suggestions for a patient to explore and connect to more care options

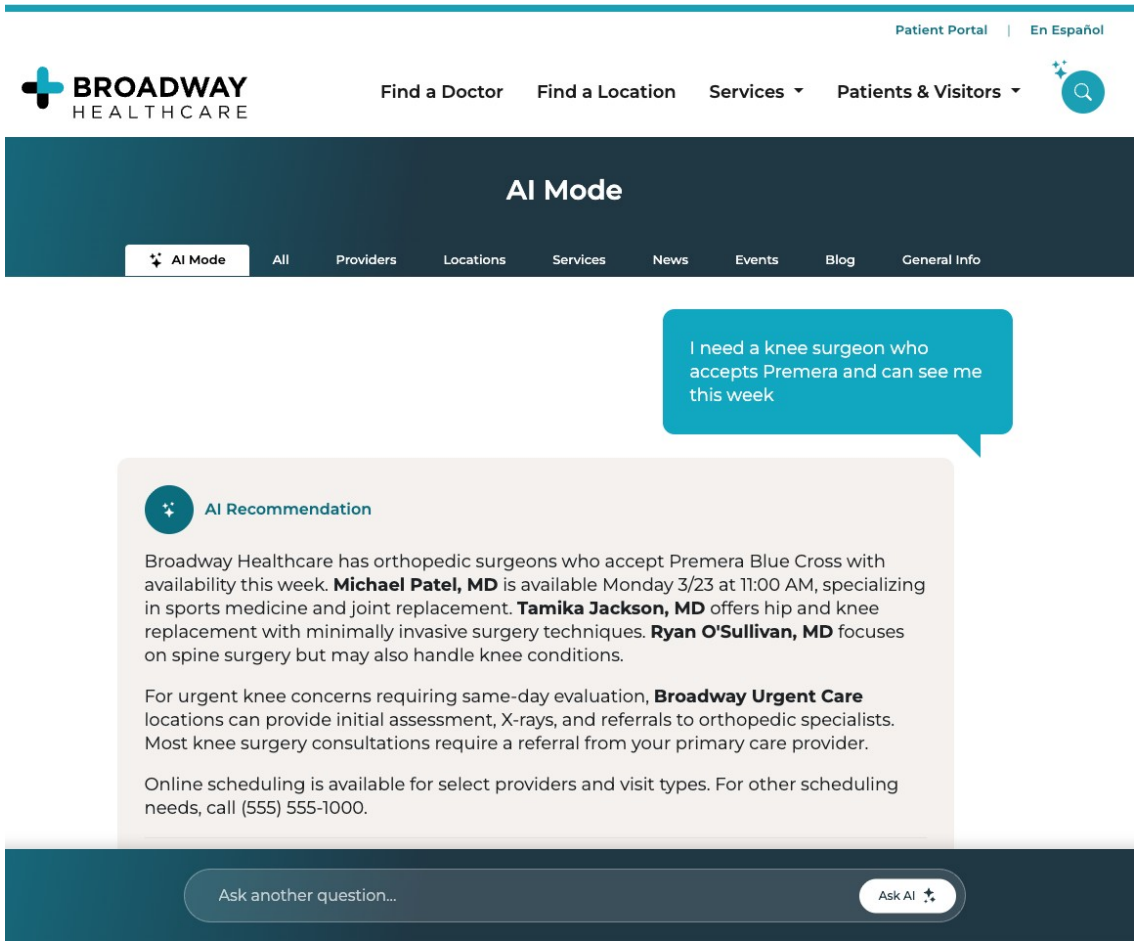


"Guide AI" search for Guide for Providers

- **Modern, patient-focused Search:** transforms search from "filter-and-click" to a personalized concierge experience

- **Diverse Results:** display recommended provider results, locations and relevant content across the entire health system's website such as helpful resources, news and events

- **Faster Booking:** patient access to available providers, open timeslots and immediate booking options



 © RevSpring Inc.

RevSpring

Next Roundtable

Next Roundtable August 19, 2026

9:00 AM PST / 12:00 PM EST

RevSpring

Thank you!

Questions?