

**PrismaHealth.org online provider profiles**  
*Frequently asked questions*

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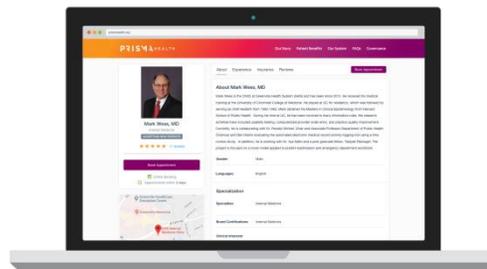
**OVERVIEW**

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This July, Prisma Health will begin using a new software platform, Kyruus, to manage and update provider profiles found on the PrismaHealth.org online provider directory. With this new directory we hope to create convenient and connected pathways to consumer-friendly access to care. **It is on target to rollout in the Upstate on July 18 and in the Midlands on Aug. 1.**

This updated directory will make it easier for patients, referring providers, and Prisma Health team members to find our providers. In addition, our providers will be more likely to:

- Show up in search results
- Be selected by new patients looking to establish a medical home
- Be selected by agents or referral specialists



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**FREQUENTLY ASKED QUESTIONS**

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**Q: Why are we getting a new online directory?**

**A:** The Prisma Health online provider directory will make it easier than ever for patients, referring providers and Prisma Health team members to find you on PrismaHealth.org. This new online tool aims to increase our website search functionality and more accurately match patients based on provider expertise, availability and location.

Our ultimate goal is to create operational efficiency and better access for our patient populations, without added burden to our providers and team members. By investing in digital technologies that create ease of scheduling for our patients, we hope to reduce referral outmigration, increase call-to-appointment conversions and eventually provide a seamless direct online scheduling option.



This new directory will replace all current website profiles that exist on ghs.org (example given: <https://www.ghs.org/providers/james-ellis/>.) New profiles will be more robust, accurate and make easier to find you online.

**Q: What is Kyruus?**

**A:** Kyruus is the software platform we are using to manage our online provider directory on PrismaHealth.org. Kyruus is an established software solutions company who has helped more than 40 health systems around the country overcome barriers to access by matching the right patients to the right providers. They will manage the backend support of this tool and power the provider match portal where provider profiles will live. They will also help us implement call scheduling optimization and eventually direct scheduling online. We encourage you to read and find out more about the benefits [here](#).

**Q: Which providers will be included in this project?**

**A:** Every physician and almost all advanced practice providers across the update and midlands will be receiving a new profile as part of this initiative. This includes both employed providers and network providers from each affiliate. The intent is to create one cohesive and consistent patient experience across Prisma Health website.

**Q: Where is my provider information coming from?**

**A:** Profiles have been prepopulated from data source files across multiple data platforms. All sources have since been merged, mapped, and cleaned up to create one source of truth moving forward with this project. Data sources included credentialing, Epic, contracting, accounting, HR, network data, marketing, and our managed care department. Our data integrity teams have done a tremendous job to clean up discrepancies across source systems and ensure a seamless transfer to our new profiles.

Ongoing data maintenance will continue to be a fluid process. All providers will have the opportunity to review and validate the accuracy of all of their information before the launch of the new directory, and will have the ability to request updates after it is live. New profiles will go live on our public facing website on July 18.

**Q: Once I request and edit how long will it take for my profile information to update?**

**A:** The data feed for the directory will refresh every night with new updates, edits and additions. Once you submit a request for change to your profile, please allow for 5 business days for requests to be resolved.



**Q: How can I review my information before it goes live in July?**

A: Instructions for how to login to the Kyruus database will be provided to you via email. You will be receiving this information the coming week with instructions on how to review, edit, and approve your profile information. The information in Kyruus will be used to feed the external web profile that will live on PrismaHealth.org.

Your practice managers and practice operations managers will be key resources in helping you navigate this process. Furthermore, for any questions, concerns or would like more information on this project, please contact Frances Taylor at [Frances.Taylor2@prismahealth.org](mailto:Frances.Taylor2@prismahealth.org).