

# Hardware FAQ

## Why is Kyruus Health no longer providing hardware devices?

Technology evolves quickly; in an effort to focus on our software services, Kyruus Health will be moving away from supplying hardware devices and instead allow customers to select the right devices for their practices—including when the right time to upgrade is. Supplying your own device will provide your practice with freedom to use the device for additional use cases outside of Check-In.

## How will patients complete Check-In without a Kyruus Health device?

To provide a streamlined experience and allow your organization more control over technology, Kyruus Health will no longer be supplying or supporting hardware devices, you will need to purchase and select your own in-office check-in devices or simply allow patients to use their own devices.

Along with this, we will also be upgrading your organization to our new in-office Check-In with Arrive workflow. This allows patients to still check-in, complete forms, submit payment, and capture insurance information—all on their personal or practice-supplied device. The capabilities of in-office Check-In with Arrive will allow patients to use their smartphones or a practice-owned device to scan a QR code in-office to complete forms, submit payments, and confirm arrival. Your current subscription with Kyruus Health fully covers this upgrade to Arrive, once you have confirmed the acknowledgement of this change.

## How will I return loaned hardware devices?

Once you have signed the acknowledgement, Kyruus Health will supply a pre-addressed return label. Please place the devices in a box and attach the provided return label.

## Do I need to take any action on the device before returning the Kyrus Health supplied hardware?

No, you do not need to take any action with the hardware device(s) before returning. Simply place the devices in a box and attach the provided return label.

## What should I do if an iPad is damaged or not working properly?

If a device is damaged or not working properly please still send it back with the provided return label. You may incur a fee for damaged, non-working, or unreturned devices and Kyrus Health equipment (cables, charging stations, etc.):

iPad charging solution	\$20
iPad	\$220
iPad case	\$30

## How will I get new hardware to use in the future?

Kyrus Health has discontinued supplying hardware devices. However, you are free to obtain hardware devices from whichever vendor is most convenient for you.

## Are there specific devices I can purchase to still utilize Kyrus Health software in my office?

Please refer to the Kyrus Health iPad Recommendations document located on the iPad transition webpage.

# In-Office Check-In FAQ

## Why is Kyruus Health changing my in-office check-in workflow?

Our previous in-office check-in solution had limitations that prevented patients from using their own devices and required additional staff involvement to complete the check-in process. Our updated in-office check-in solution allows patients to check in using their personal devices, which reduces the workload for staff and allows them to focus on more complex tasks.

## How do I sign up for Arrive?

In order to transition from in-office check-in to Arrive you will need to complete your agreement for returning your Kyruus Health supplied hardware devices.

## Is there an additional cost to using Arrive?

Typically there is an additional charge for utilizing Arrive. Kyruus Health has decided to transition legacy in-office check-in customers to Arrive and to keep current contract value the same.