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**New Findings Reveal Identity and Immigration Status
Shape Healthcare Access and Experience in the U.S.**

Consumers say who they are and how they're perceived shapes whether and how they receive care.

Nashville, TN — April 21, 2026 — The Beryl Institute's PX Pulse highlights the significant role identity and immigration status play in shaping how people access and experience healthcare in the United States. The latest issue of the report, based on a nationally representative survey of 1,000 U.S. consumers, reveals that perceptions tied to who people are, and how they believe they will be treated, have a measurable impact on both access to care and the experience itself.

The findings show that nearly 40% of respondents believe their identity influences the healthcare experience they receive, signaling that many individuals enter care environments with preconceived expectations. About 20% say race or gender is a significant factor in their personal experience, while that number rises to 41% among Black respondents, underscoring meaningful differences across populations.

The report also examines the implications of immigration status, an issue that has grown increasingly prominent in national dialogue. More than one-third of respondents (36%) view immigration status as a significant barrier to accessing healthcare, and 43% say it has a strong impact on the care experience itself.

Beyond perception, the data reveal the broader system implications tied to these issues. Respondents identified multiple barriers that prevent people from seeking care, particularly for those impacted by immigration-related concerns. 70% cite cost or lack of insurance as a major barrier, while 65% point to fear of deportation or legal consequences, and 58% identify mistrust of government-affiliated institutions as a significant deterrent.

The consequences of delayed or avoided care are also clear. A majority of respondents (61%) believe that avoiding care leads to increased healthcare costs, while others point to strain on community health resources and broader system challenges.

"We must move forward with a lens of equity and realization that healthcare is not, and will never be, a 'one size fits all,' said Jason A. Wolf, President and CEO of The Beryl Institute. "If we are to truly advance the human experience in healthcare, we must be intentional in how we acknowledge and address these realities in every interaction."

Access the report here: <https://theberylinstitute.org/media-access-px-pulse-april-2026/>

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About The Beryl Institute

[The Beryl Institute](https://theberylinstitute.org) is a global community of healthcare professionals and experience champions committed to transforming the human experience in healthcare. As a pioneer and leader of the experience movement and patient experience profession for more than a decade, the Institute offers unparalleled access to unbiased

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research and proven practices, networking and professional development opportunities and a safe, neutral space to exchange ideas and learn from others.

We define the patient experience as the sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care. We believe human experience is grounded in the experiences of patients and families, members of the healthcare workforce and the communities they serve.

About Medallia

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