Interview 1

P1= Participant  
T= Translator   
I= Interviewer

I= ok ummm, so thank you, orkun for your time today. So, to start I just wanted to urm learn a little bit about you, so your age, whether you went to school, what you do for work, just a little bit about

T=Ok, So her name is [*redacted*], she’s 40 years. Ok. So she is urmm, she is a worker that work at the factory, yeah?

I= Yep

T= and, her house, ok, she is rent a house in Phnom Penh here, rent a room here not a house, she rent room here and she work at the factory that near by that the room that she rent.

I= Ok, urm, does she have any children? do you have any children?

T= ok, so she has one daughter and is now almost seven years.

I= ok

T= ok, and then she stay at the province with grandparents

I = Ah ok,

T= ah ok, so stay only with the grandma

I= Ok, grandma

T= At [*redacted*] province

I= [*redacted*] province?

T= Yes,

I= [*redacted*] or [*redacted*]?

T= [*redacted*] (laugh)

I= Cham, ok, ummm, I would also like to hear a bit about your impairment so umm what was your diagnoses… if you have one.

T= ok, so she just realise that she she got the problem since she was 3 year old and then she got the first orthosis, her first KAFO, since she was 11 years.

I= ok

T= ok

I= Mhmm, ummm and err, does the problem in the leg cause any like challenges day to day, does it impact like your life, ability to cooking, cleaning, working?

T= ok…, ah, k, so talk about her difficulty, ok…

I=Mhmm,

T= when when she not using an orthosis, she says really hard because she is need to crawl. She unable to walk, ok, she said like that

I= crawl, mhmm

T= but when she is wearing an orthosis she not need to use the crutches, and she is also independently and working as the other people.

I= yeah, ok,

T= ok, yeah, but only one more difficult thing when because when she wearing orthosis she hardly she wear the other dress that is like … errr *inaudible {7:47}* dresses, so she need to wear something that is able to cool it, her orthosis.

I= yep, ok.

T= mm, yeah.

I= umm, … do you find that err people treat you differently when you wear your orthosis or or do they umm, yeah if your wearing it do they treat you differently than when you’re not wearing it?

T= yeah

I= If that makes sense.

T= wearing an orthosis, or what?

I= Yeah, do people treat you differently when you where it compared to when you don’t?

T= So, she said that umm it’s not like as before, and also for herself this is for her own opinion she she she think that umm for her, she think that now no one discriminate and no one look down when she is… because she is, she said, that she has her own ability, the same as other people, and she is able to do as other people do

I= yeah, mhmm.

T=So that, she said that for her she think that is ok for her, but just only that is hardly to select a dress that she want to wear only, ok, [T/I=laugh], but she she doesn’t know about the other people [stutter] opinion that about what they are thinking about her, only herself that when she see the people around her, is ok … yeah they treat her ok.

I= Umm has she noticed from when you were a child have people changed their opinion a bit, do you think there’s maybe less discrimination now?

T= she said she never observe since she was small until now she’s never observe that the other people like discriminate,

I= Ah, ok.

T=or look down to her or something like that.

I= ok, well that’s good to hear, yeah

T= Yeah, I think because she always have the positive thought, so that’s why [laugh]

I= ok, yeah.

T= So I just only explain to her because this question sometime really difficult? because of umm when we ask the other clients or patient they… they, they feel differently and then errrr one more thing she said that due to the ability, for her, she said she has ability to do the same as others, so … [car horn in background] she doesn’t think but I just only explain to her because of maybe in some area the other people might be look down or might discriminate to the disabled people, something like that, so I just only explain.

I= Yeah, ok.

T= ah, So just only add more information, she said errr that errr for her she try only best for herself, like her husband is selling errr duck egg, that have baby egg inside.

I=yeah

T=and then err she has her own plan that she’s planning that she now work as the worker at the factory so she save more money to to repay to the other people, because I think when she make this business she’s, because I didn’t ask more related to that she’s borrow money from the other people

I=ok

T= but she only add the information that she’s trying by her own, so errr she say that when she’s trying hard the other people not not look down to her, and she has a clear plan for herself.

I= Yeah yeah, so she feels like the way that she acts makes people…

T= yeah, proud of her, something like that,

I=yeah ok. Umm, so for your illness that caused the problem with the leg, umm when did you first seek healthcare? so did you go to the hospital when you first had it or?

T= So, she said that err, that time because her house far away from the health centre and either the mother busy with the rice farms and then just only let her sister look after her and then, … she said that at that time only [stutter] Khmer traditional treatment only, not brought her to the hospital or the other treatments so she said she got only the traditional treatment and the instead of err still still got fever after few days and quite a few days still the mother didn’t bring to the hospital.

I=ok, ok, so…

T=so she didn’t get any treatment that time, but she got, yes she got from traditional treatment.

I= yeah, ok, umm…, so could you tell me a bit about your first P&O experience?

T= When they got the…

I=the first device

T=the first device?

I=Yeah.

T= Ok, she said that she wanted to talk because she really hard too… [Khmer] ok, [khmer], err, so she said that when she got the first device and then first treatment, er um, physiotherapy treatments, she said that because of her knee is inflexion contracture so when they try to stretch, she said that because of umm the bones grow… that when she keep her position due to her age because the bone is grow, when they they try to stretch, right, and extend knee so she got pain inside the knee and then after that… she doesn’t use the first device instead so she throw the first device away, ok. Yeah, so after they took the x-ray, they saw that the bone is already cross each other like that [T=demonstrates with hands how the bone was growing] so that why she was unable to use an orthosis and unable to extend the knee.

I= So the first one too much pain

T= Yeah too much pain, so that’s why…

I= and then the next one she got was better or? Or they learn more?

T= ok, so she said that after she throw that device, the first device away, umm when she was 17 years. Up to err, from 11 to 17 years, and she said that because she she feel shy and then umm like when she go out the other people… blah blah blah like that. So she said she afraid to be shy so that’s why she try… try to… to get the second device and try to walk with with that device that place the knee in flexion

I=yeah

T=and after she said after that try to reduce the flexion bit by bit bit by bit. Ok and she also said that the device can use for like although hardly to walk and err jump and… we err…er like use as night spring, which means at night also we need device for stretching the knee.

I= yeah

T= ok

I= … umm… so, the first umm…the first time you went to a P&O centre umm, was that an Exceed Worldwide centre or was it somewhere else?

T= ahh ok, so she got the first device from Prey Veng. I think that VI in Prey Veng province.

I= ok, yeah

T= and she said that umm because the centre in Kampong Cham umm it’s not open yet. so the time she said that she went to Prey Veng to got the first device because she said that she she already ask from the other people they said that in Prey Veng they have a centre.

I=ok

T=so that’s why she got, so I think in VI in Prey Veng.

I= ok, umm. When did you first use Exceed Worldwide?

T= so umm, so for the service here she is unable to remember when, but she said that after she got the device from Prey Veng, she also got the other service from VI in PP here and then for here, she doesn’t know when. Maybe we can check her file.

I= that’s ok, umm…so how did you first hear about the orthotic services available to you? Were you ever referred by a medical professional, umm, so did she ever get a referral… to here for orthotic services or how did they find out about it?

T= ok, so for her we need to go back. So she said that when she was 11 years old she went to VI in Prey Veng, right

I=yeah

T= to get the first device but in that time because they saw her knee is really in flexion, right, so they brought her to VI Kien Khleang in Phnom Penh because they also they have the operation or surgery places to to to see how is that… her knee problems that they need to do the surgery or not to release that muscle or contracture and after that they they after they have check it and they have said that no need, so she able to get only the PT treatment to straighten only err the knee part. Ok, and then she is back to VI in Prey Veng, ok.

I=mhmm

T= to get the device and to get the PT treatments, ok, and then actually when she heard about that she heard from other patients or the other client that got the service from VI in Prey Veng so that’s’ why she know that, and… when she come to PP to work at the factory, she heard, err, because she know that have one VI in PP so she went there for repair and making the device and after that, because she also stay by here so that’s why she ask that where are the other places that is near by her home that is easy to get the service, so that’s why she is.

I= yeah, ok, so this is the closest to her home?

T= Yes, this is the closest to her home.

I= yeah, ok. Umm …… so what have your experiences been here at Exceed Worldwide are there any kind of positive or negative experiences she’s had?

T= What do you mean about positive or negative?

I= so urmm, … like is there anything that’s been good at Exceed and anything that’s been bad?

T= so, related to the err, related to getting the service here, she said that err for the services it’s like err providing the service is ok, like the people are speaking politely blah blah blah ok. But just only the small thing that she noticed is from one P&O to the other P&O, they making their, their hand skill is making an orthosis for her is differently. so like maybe make something like short, long or something like that, ok.

I= so a little bit on inconsistency between…

T= Yeah, because she just noticed that from one P&O to the other P&O they making difference, different hand skill so that’s why she just noticed a little bit but for providing the service like speaking politely, like ask her to waiting blah blah blah, ok for her she said that ok no problems.

I= ok, good. So umm, just thinking about the inconsistency between the devices, umm, does that impact the use of the device for you, or is it manageable to use as normal?

T= so, she said, as she mention again for the difficulty when she was wearing the first device, that is it was like stretching everything so she feel pain and discomfort, but up til now straight and everything and she is able to use the device, comfortably, and she said that now use as like, how you say, to assist her leg to walk as a normal. So she said that she she need to continue using the device.

I= Yeah, ok. So I’m just going to ask a few questions now about umm the visit today that umm she’s here for umm… So, … why are you attending the clinic today? Is it for a new device or for a repair?

T= So she come here for the repairing, so she said because of the *inaudible* {30:41} here [T shows on the device where it is broken], yeah?

I=mhmm

T=it’s gone, so that’s why she replace a new *inaudible* {30:45}, and either she change this new strap [sound of Velcro/strap being lifted on foot] and either is [showed grip on the bottom of the shoe] under the shoe, because err it’s it’s err already run out.

I= ok

T= so it’s slippery for her, so that’s why to change

I=for new sole?

T=yes new sole under the shoe.

I= umm, so how long have you needed the repair for? Did you wait umm a long time for the repair?

T= so she said that for err repairing for her its not its not really long because of err she said that because there’s not a lot of client here, so for repairing only 1 hour. So she said its not really long.

I= yeah, ok. Umm …, so … were there any barriers preventing you from attending the clinic sooner? Umm, so was there anything stopping you like work, or finances that made you delay coming to the clinic?

T= so she said that it is a bit difficulty to, she said that not only her place, the other place also, when ask permission to come to get the the new device, come to repair, other thing. She said that they are not happy to to allow her to come, so that’s why she feels like…

I= so her work did not want her to come today?

T= Yes,

I= it’s hard for her to get the time off work?

T= yeah yeah, because of they are busy something like that so when she she ask permission they are not really happy.

I= yeah, does she …

T= yeah, she also mentioned that not only that place but the other place also the same thing.

I= yeah, umm, so, how long did it take you to get to the clinic today and how did you get here?

T= so so, she come here by the cart that her husband selling the duck egg, ok?

I=yeah

T= yeah so she come with her husband. She also said that like her husband does not say anything that when she’s wanting to come here for repair or making the new device, her husband always support and brought her here.

I= so her husband is very supportive…

T= Mmm, yeah yeah.

I= good, umm, so we already spoke a little bit about the impact, but I’ll ask this question again, how has your orthotic device had an impact on your quality of life? Do you think maybe without your orthotic, it would be worse? Or something like that?

T= so, she said for the impact of using an orthosis, no problem, only small problem sometimes it feels itchy, and also she said that this is the, she also understand how to clean up herself, she she understood how to care the device and how to take care of her leg when using the device

I= ok

T= but for the big impact for using the device that make her life worse she said that no, this one, this device make her become better because she is able to walk and she is able to do other thing when she is using her device.

I= yeah, so, she feels her life and participation in the community is better…

T= yeah yeah.

I= ok so I don’t really think there is anything more from the questions, I have here. But if, is there anything else you would like to comment on about you experiences of… [interruption from students wanting to get their bags from the assessment room]…. Umm, so I’ll just start that question again, so is there anything else you’d like to add or comment on about your experiences of disability in Cambodia or of P&O services?

T= so, talk about the…, so she just wanted to add one thing that when the primary patients come to get the device she said that, for for the first device the patient might feel discomfort and unable to use it… so just let the P&O try to encourage the patient to use it, so even though it pain for the first time and try to encourage the patient so they might be get used to it, so the pain will be release, or the other thing as umm if they feel discomfort or the other thing, or this is the first device try to explain the patient how to use it and encourage, like, strongly encourage to the patient.

I= yeah, mhmm, so does she, do you think that umm… the P&Os … could do umm like more follow up or more encouragement? So getting in contact with patients?

T= So she said that for for the follow up the other P&O or the other community workers they always ask and contact her and ask about how is her orthosis or something like that.

I= Yep, ok.

T= so she said that when when she got the first device, errr… the other services also call and contact her and then follow up at home that she is wearing an orthosis or not. And then they also teasing to her when she’s not wearing the device when she is growing up, she she might feel shy when she goes out to see the other people. And then If she is not wearing using the device, the P&O say making the device for [laughs], they just only teasing her like that and she said when she was small she got that experience and that’s why she said that she also want the P&O try to encourage the patient to, but sometimes very encourage the patient, err, patient not err, they said no way of teaching to the client.

I= so eventually even with the encouragement client doesn’t wear it, they just stop contacting.

T= yeah, but for her she said that its… ok for her because the service is community worker or P&O they follow up at home and ask how is the device. So she said that it is ok for her, that it is good contacting when she is using when she first get the device. So they follow up at home, call and contact her.

I= ok, so is there anything else you would like to add?

T= she said no.

T= so she also ask that…, conclusion she now the understood more no why we were are asking related to her orthosis and how she is using her orthosis, how is the orthosis help her in someway. So now she conclude that our research is related to orthosis so I try to explain more. We asking male and female patient that is above 18 years, like that.

I=ok, well thank you for taking time with me today, I’m really grateful.