P2= Participant  
T= Translator   
I= Interviewer

I= ok, hello, umm, thank you for your time, Orkun. I’m just going to ask you questions umm… about service use. Umm so to start umm are you able to tell me a little bit about yourself, for example you age, occupation and like school or you went to school, whether are you married? Or anything like that?

T= so ermm, my name is erm [redacted], 31 years old and err I graduated in… 2015

I=ok

T= ok erm... [P2 talking in background]... finish, yeah, from university but the subject that he study is umm... related to the [SM/P2=Khmer] technology information, so he … so err he finish, he graduated in 2015 and related to err related subject is the technology information and either he now, he working as now… so that’s why ask him if is related to IT because of, he is edited the film, the photo, art something like that, ok? And then he is also the producer, right?

P2=yeah

I= So in like TV?

T=yep

P2= Not err..[Khmer]

T=related to film occupation?

I= yeah, ok... erm so do you have any children, are you married? do you have any children?

T= Yes, he already got married but has not yet had the children.

I= umm so I’d like to hear a little bit more about your impairment. So what is the cause of your impairment?

T= ok, so he said that when he was err… his parents told him that when he was like one year old and then he got fever.

I=ok

T= so, he said that when he got the fever for a night, ok? The whole night, and after that… a few days, like 2 or 3 days, the mother notice that because normally for the children, right?

I=mhmm

T= for the kid… when err she ask like, when she put on the clothes or the coat for them, they like lift up their leg right?

I= yeah

T= but… his mum said that, mum his mum noticed that his leg in that side [points to left side] when wearing or putting on the trouser it doesn’t lift up and also when holding [stutter], his mum holding him, so he … like erm, his leg fall off like that [mimics holding baby]. He’s not like err, not any powers to grip right.

I= mhmm, yeah.

T= so err, so that, err and one more thing, his mum, actually his mum feel that because he he got fever for the kid might be the insect bite or something like that. Ok, but then she did think what happened to the kid, why the kid one leg is like paralysed or.. weakness something like that.

I=yeah

T=and then he also, err his parents… brought to the health centre in the village and after that they assess… when we assess they just use the pen to cross on the feet like this [demonstrates how pen test is performed on bottom of foot], ok yes? When they assess on like that, so err the feet is is.. contract, like uhh feel like tickling something right?

I=yeah

T=but this side [points to left side], when erm when… the the nurse or doctor assess on his feet… his feet didn’t show anything, yeah?

I= ah ok.

T= so, so that’s why erm the doctor or the nurse said that need to bring him to the erm [P2/T=Khmer] Raffles hospital in Phnom Penh, if not it going to be transmit to the other side.

I=ok.

T=So they this is his history that he’s known from his mum.

I= ok

T= his, and then after when his went to the Raffles hospital and then they did like the PT treatments, like they use the warm water to steam up with the leg like that with like the muscle to restrain the muscle ok? And then they, uhh actually he uhh, he’s not staying at at the hospital, he just come to get the treatment at uhh the daytime and then at the night-time they stay at the err the relative house.

I= ok

T= ok, and then after that his said that after a month he got treatment, after a month, the doctor appoint him to come at like least three more times

I=mhmm

T=to to get that treatments, but they said that they didn’t come. They came only one time.

I=ok

T= ok, so that’s why he said that why he appear to be paralysed below knee.

I= ok, so why did they only go once to the PT sessions? Was they like to expensive or…?

T=because err... not enough money to pay right, ok

I=yep, ok.

T= yeah, so he said that not because of paying for the hospital services, but they need to pay for food, for room err... to stay, for travelling, something like that.

I= yeah, ok. Erm…

T= ahh so they stay in Kampong Cham province, so that’s why travelling cost is expensive.

I= ahh ok, umm so when you saw the uhh… health centre for first time, did they they refer you to the main hospital?

T= yes, that that health centre transfer him to the main hospital in PP.

I= ok, and then did the main hospital tell you about umm EW or did you learn about EW somewhere else?

T= So, he just use the orthosis since 2018.

I= Ahh ok, so recently.

T= Yeah so recently. So actually err he known Exceed Worldwide here through his friends. So I ask about friend, at that time he know his friend that friend has a friend of his roommate, so that time he was a student at university and his roommate, or the one whose rent the house with him. He’s working, but he got accident and lost the leg.

I= Ahh, ok.

T= and then he came to the Exceed to get the service, and he also explain to him that here they also provide the service as orthosis. So that’s why he came here

I=yeah

T=and get the service from Exceed…so friend of friend and friend of friend [all laugh]

I= so … had uhh, before 2018, had you not heard, did you not know the services existed?

T= He said he didn’t know anything related to the service like this, and I ask him also even though the service in Kampong Cham, right we have one centre there he said that

I= he didn’t know about it

T=he also didn’t know about that.

I= ah ok, that’s interesting.

T= he said that no. He said that if he known for that he might not like this, he might have got the other service because [P2/T=Khmer]

I= so, kind of leading on from that, so umm what do you think umm services could do to improve people’s knowledge of them? So how do you think.. awareness of services could be improved?

T= ok, so talking about umm err social or related to the device or before he getting the device

I=mmm

T=so [stutter] is is different. So when before, he said that his leg even though wearing the shoe, sometimes the shoe is slip off from his feet, or his.. err foot. And and either when without an orthosis he standing and can see that is one side is shorter and then is look imbalance and the way he walking he said is far different from when using an orthosis. Ok so related to the... [P2/T=Khmer]…So he said that for related to the social like he is walking around something like that they can see the uhh the difference

I=mhmm

T=but when.. he’s using an an orthosis, it looks like it’s not far different because it look, it [stutter] appear better then when not using the device.

I= Yeah, ok

T= this one for social and the other people always notice when he without an orthosis, but with orthosis he ok.

I= ok

T= he said that when the way he walk, the way he doing something is faster for his activity when he using an orthosis.

I= ok, erm, so do you think that people treat you differently with or without the orthosis?

T= so he said that talking about this one, he said that his friend, for his friend or the people around him, or his friend they never look down or discriminate him, there are some people pity on him and either like some people said to him that without and with an orthosis, with orthosis is better, yeah?

I= yeah, ok.

T= so I think for discrimination right now is less because of the people they educate that umm for the disabled people they have rights to do all the things so I think this educate can help the people surrounding and understand not to discriminate and not to look down to disabled the people.

I= have you noticed in difference from when you were a child, so when you were a child was it worse than it is now or...?

T= ok, so for him he said that he’s never noticed, he’s never noticed since he was small because I also ask that in which age that you start to walk, and he said that he did not notice himself or in either he didn’t know

I=ok

T=when that he start to walk but he said that before he’s able to carry the rice and play? and the other thing right but he’s never notice himself up to when he grown up because of his side is already weak, the muscle is weak right,

I=mhmm

T=so like when the other side is grown up, right, so it keep longer so you can see that he can notice himself when grown up that one side is shorter than the other side and his appearance look different. So that’s why he just start to notice.

I= so when you were younger, you were able to like adapt to your condition?

T= yeah, can adapt with. Yeah, he didn’t feel any difficulty when he was small. Even though now also he didn’t feel any difficulty, only he notice himself that his one side that look different from the other side.

I=ok.

T=And it is shorter and his trunk is bending.

I= so the err, condition, does it prevent you from doing anything like cooking, cleaning, working, or is mainly just for walking to maintain balance?

T= so he said that erm for him he didn’t feel anything that is difficult for him because he said that he is able to do the same as other people even though uhh before so he was the assistant of the chief And he is able, so that’s why I asked him that he need to stand a lot and walk a lot, he said that stand and walk a lot he just feel the muscle tired but he said that he is able to.. to adapt with that and his boss and his chief? Also happy so with that like *inaudible* {25:34}.

I= yeah, ok. Good. So… can you tell me a bit about your first experience at err a P&O centre? So was it in 2018, here?

T= so for him, he got the first experience for the first time from just feel the difference is like erm because err.. like this one is.., so that’s why I ask, related to is it restrict ankle motion or something like that. So he said that firstly he feel like it difficult… like it’s not adapt with this one, it not get used to with the device only. But the other thing he said its not really much difficult, like he is able, he try to adapt, he also see that err he said that, even this one, when he put on an orthosis.. it’s not look like normal people but it can assist, it can make his appearance to be the same level, same height as the other side, yeah?

I= yeah, so um did you find difficult to get used to wearing the orthosis?

T= Ok so talk about his difficulty to to get used to with the device. He said that it about a week

I=ok

T=He said he also noticed that because of the P&O here they also explain to him that when he put on an orthosis when he wearing and walking for few errr few hours he’s going to feel pain in the back, the lower back

I=yeah

T=and then because of, I also try to explain that when we press it up, it appear to be the same height so uhh.. the height will be the same level.

I=Yeah,

T= but because of the his his problem is long time… since he was 1 year up til 2018, so going to be more than 20 years so he’s going to be different and will be a bit hardly for him to put on an orthosis. That’s why his appearance for the leg length discrepancy, so the height will be different, but when we raise it up to achieve the height so the patient might get back pain, yeah? so he might walk shortening for long time, yeah? Then he also noticed, one more thing, he said that when he using an orthosis because he just put on an orthosis and he just walk right, he he... feel that like the power of his leg is still like the same, just only the muscle is getting smaller.

I=ok

T= Yeah, for the section, for the calf muscle.

I=yeah, ok. Erm so wearing your orthoses... [clears throat], how did that make you feel? with getting used to it and... like wearing it for the first time, how did that make you feel?

T= this is about err... the experiencing when wearing for the first time?

I= or just kind of like how wearing an orthosis overall like made him feel? Like whether it made him feel… like bad or good or different about himself?

T= he said that for him, err he feel a bit disturbed because of during like example, now when we go out we need to put on right?

I=mhmm

T=and we go back home we need to take off, right, so this one also take some time for him right, and he said but he feel like if without an orthosis… is like hardly. That’s why he said, that’s why he try to come here to make an orthosis, the new one because this one is err already broken.

I= ok, erm so is this the same orthosis you’ve had since 2018?

T= so he said that this is the first device that he wearing

I= ok

T= and then he come today to make the new device, so today only took the new cast. So he will come this week for fitting, Friday this week sorry.

I=ok

T= so he said that, I said that one orthosis is going to use for 2 years, or 3 years they’re going to change new one and for him it’s already 4 year right, so that’s why I’m asking to him. He said that it broken due to him play football [all laugh]

P2= Khmer

T= SO he like to play football. He said that if, if he didn’t play football it wouldn’t break down.

I= Yeah [all laugh]

T=He’s going to tell to the other PO making an orthosis for him that, he said that, because of, the orthosis is broke due to he play football right. So that I said it’s ok when after one year, come to one time no one says nothing because this is the way you are using the device, right

I=yeah

T=so even though you break or something when you come we make a new one for you when destroy we're going to make new one for you [CO=laugh]

I= So I was going to just say, did you play football before having your orthotic device?

T= He said that yeah

I=yeah

T=He used to play before he got the the orthosis. So he said that when he was small when he play football he didn’t realise that his leg has has problem right,

I=yeah

T=so he just play whatever, but now when he is wearing an orthosis when he playing football he also scaring to break the device, but now the device already break so… [all laugh]

I=ok, so when you first got your device in 2018, did you have any follow up appointments or like phone calls or any community visits so did anybody visit you at home?

T= Mmm ok, so he said that erm for him when he got the first device, they just explain to him that any problem he can come back for repair or to make new one or if have any other problem, or anything like that. But for calling or for follow-up, no.

I=No, ok. Erm so you mentioned that today you are here for a new device, erm, did you delay using the service at all? So did you wait? So when did the device break?

T= What you mean when the device break?

I= So …, So say like the device broke maybe like a month ago, but he’s only come to visit the clinic today, so did he like wait from the device breaking to come?

T= ok, ok, so he said that his orthosis broke on Sunday, and then he came here already on Monday because he know that on Sunday nobody is working here. And so he came on Monday, and that day err they err appoint him to come today to get a new casting.

I=ok

T=I think due to the mock exam last week that’s why the student didn’t take the cast, and that’s why he wait until today.

I=yep, ok, erm, so is this P&O clinic the closest to your home?

T= So his house is close, his house is in the centre of the errr of the city

I=ok

T=so from his house to here is also a bit far as includes traffic jams and traffic lights. So think it's going to take 30 minutes to 40 minutes, yeah.

I=yeah, umm did you.. do you have your own bike?

T= Yeah

I= Yeah, so you came here by yourself?

T=Yeah, by himself

I= yeah, erm, … so … err [looking at interview guide]. So erm… did your erm.. Are you work happy for you to take time off to visit the centre?

T= so he said that for his boss, err, his workplace is is ok when he ask permission to do the repair or to do the new casting or get new device. But just only himself he feel scary to ask permission, like example now he ask permission today and then either he need to ask permission on Friday for fitting.

I=ok

T=yeah so is one week is already 2 days so he just feel himself.

I=yep, so when you erm… need to get a repair or new device or something it can take quite a lot of time. Erm, so are there any other barriers that would prevent you from using services? So anything else that stops you using?

T= SO he said that is like a barrier sometimes is difficult because of when he come it take time

I=Mhmm

T=as he said before he need to take time for appointing, example to come today, sometimes we need to wait tomorrow, if today like a lot of patient so he need to wait for the next day to get the new casting, right

I=yeah

T=and if he need to come for fitting or to get the device, so he said that it is very.., that’s why he said if he had 2 device with him so he can swap and he can change it

I=yeah

T=so when this one have problem so he can still use the other and either he can have some time to make new one to get the other device, right?

I= so do you have 2 devices, or just the one?

T= No just the one. So that’s why he said if, if he had 2 it’s good for him.

I=yep, ok. So will you get 2 this time, or just the 1?

T= I think only 1.

I= yeah ok.

T= So he said that for the period of getting the new device is at least half month.

I=ok

T= So that’s why he said that even though this one is broken, so he try to repair and try to wrap plastic thing to make it, but he know that it not strong and so just only repair to use for some time and wait until he get the new device.

I=Yeah, so the repair that you have done is just a short term?

T= Yeah, short term repair.

I= ok, erm, so thinking about the services you’ve received from EW, erm is there anything that you think that could be like improved or changed?

T= He said there err, for him he thought that when he come, they’re going to make a new cast for him, right? And then after that going to err next day he come they going to provide for fitting. But when he come for first time, for last week they just only appoint him to come for this week to make the cast so he already come here 2 times.

I=ok

T=so because of the process of making the device, it's like a, it become like 1 time for casting, either for fitting or delivery so three time. So for him it’s already 2 weeks for making the device.

I= ok, yeah, so you think that the service is maybe a bit slow?

T= So he also said that actually last week they they also explain to him that err because of the one who are making the err device, they are busy with something so that’s why, CO=ok, and then he said that when he got he first, he said it’s not like, not like this. He come only 3 times and he got the device.

I= yeah, ok. Erm, so...mmm... so... just err. yeah, so is there anything else you'd like to add about your experience of disability in Cambodia?

T= ok, erm so he just adding some [stutter] information related to the service and using an orthosis. He said is ..that the service is ok here

I=yeah

T=and either when wearing the orthosis is making improve the way he walk.

I=yeah, ok, erm do many Cambodians... know about the services offered here and at other rehabilitation centres?

T=You mean...

I=In general, do people know about the services?

T= so he said that... very…the people around him they don't know about the services like this or where they can get so, that's why I I try to explain him that if he want to repair example now he go to the province or Kampong Cham, Battambang or Kampong Speu or Sihanoukville if he just went.. he one day he just went there or go there for visit and then orthosis is broken, the strap is broken or need a repair or something like that, I just explain him that you can go and ask about information there, yeah.

I=yeah

T=he said that if his friend or roomate, they one that rent the room with him. If that friend didn't get accident ok, he also didn't know.

I=ok, so why do you think that people don't know about the services?

T= he said that err he said that because of the err information is not really sharing broad like for example they're not sharing inside the TV, they're not sharing inside the err.. newspaper or the other, so that's why he's hardly ever knew like from… and sharing when, even though I'm chatting, right? I'm using Facebook either we are not sharing err too broad relating to the disability, right?

I=yeah, ok.

T= and either is like discriminate or err some people they are err ... they are shy to sharing about their err disability. So that's why it's not really social.

I=yeah, ok.

T=even though our news also like right now we just only share the, that in-information, erm to the hospital and then some people understand about the service here but though I think due to the covid-19... is is like the information is is more block

I= yeah, ok, that makes sense.

T= he said that his friend that got accident and lost the leg, erm, he known by the doctor at that that hospital. So it mean that I think because of they knew, that sharing to the hospital so that's why they, the nurse or doctor they understood that so they only ask the client or the other patient come to get the service from here.

I= yeah, ok. So, how do you think erm it could be improved? so do you think that errm or hospitals and health centres could do more or do you think maybe information that the government gives? How do you think?

T= so he said that err for people who lost their leg, right? so when they got treatment at the hospital so the doctor or nurse they know physiotherapy they know, they will share that in-information to the patient or the client and so they know about the service here. but for him, he said, as a Polio patient, yeah?

I=Mhmm

T=so how how can how can the other people explain to him that he have the service and going to provide free of charge and going to make an orthosis. So he says its different for those who lost limb.

I= yeah, ok. So do you think that health professionals... do they not know about the services available or do they just not bother to tell them about it?

T= for the health centre I think [stutter] they know about it now, but for him it's just err different from his case because his case when just his limb is get weakness… so he didn't go to the hospital right, so when he didn't go to the hospital, so noone explain to him that here we're going to provide this type of service.

I=ok

T= so he said that just [P2/T=Khmer]. So actually we have community worker, so spread all the information related to the services here, but for our CT or EW in PP we just cover PP and Kandal province. But PP is not really broad. CO=yeah. It's not really broad I can say that because we just only focus more either on Kandal province because in PP we just only share the information to the hospital like the National Pedatric hospital yeah? Kantha Bopha hospital and errr the other hospital but the other [stutter] main clinic, like private clinic, we didn't share this information so we see in Cambodia that a lot of private clinic right? So the people they go to the private clinic and .. rather than to the err national hospital so because of err like ... you pay the same thing, either you need to wait long time right, but private clinic you just go there and they just inspect you and speak politely and they treat you well.

I= ok, so is there anything else you'd like to mention about P&O service here in Cambodia?

T= err so... it mean that because of err his condition related to the Polio right? So his like, so err for the government already announce that for the Polio patient or the Polio vaccination, they already injected err so now like we have no percentage of the people who affected by Polio right, so that he said that that is good, but he just wanted to give some idea that when he go to the hospital, so when he got to the hospital if he wanted to check eye, they only explain about eyes. When he wanted to explain about like his pain in the stomach, they only treating the stomach and they didn't explain or have the other information about... sharing related to where ... where the people can get the rehab service like us, our place or something like that.

I=ok

T= so he said that must be announced more and more, more sharing information at the hospital because mainly the people who go to the hospital right? So, the information must be shared from the hospital and so that the other client they understand if the the other relative or the child they have problems they can come to get the service here without waiting right? [P2/T=Khmer] So, i ask him he said he wait for like because he didn't know from when he was small up to 2018, he just known that err we have the service here and even though I try to explain that we have the service at the province also, he said 'ohh'. Even though he his home town have the service, had the centre there but he didn't know.

I=yeah, ok, so umm so there should be more information sharing between hospitals and rehabilitation centres.

T=Mmm, yeah.

I=ok

T= so he said that related to an orthosis [stutter] he think that is like err the information is getting is less compared to the people who got or lost their leg or got amputation because of err when they went to the hospital the hospital is sharing information related to that services but for err for the people who's weak or their limb is weak, even though he he saw one lady also her leg the way she is walking is like bending the leg or something like that but he could not ask and he could talk or anything because he said that err that lady patient, so also he scary to talk with err that patient might be shy or something like that to talk with him so that's why he scary to talk and explain how the service here.

I= yeah, ok. umm well that's all for my questions so thank you for taking part.