T=Translator  
I=Interviewer  
P9=Participant 9

I=ok, so thank you for your time today, arkun and I’m interested in knowing your opinions and experiences, so you can be as honest as as possible and there’s no right or wrong answer. Ok, erm so to start please could you tell me a little bit about yourself? For example how old you are? Whether you went to school and what you do for work.

T=ok, so uh my name is [name] so I am 51 year old [loud motorbike] and nowaday [stutter] I am business woman, so I have a small business at home.

I=ok

T=she sell something at home

I=ok, erm and how many people live in your household?

T=so five people in the…

I=is this…?

T=[stutter] in the family

I=yeah

T=so in the family, so have uh her father, herself, and her sister and erm brother-in-law and the other … uh… niece

I=ok

T=so uh…[loud banging]

I=yeah, erm so I would like to hear a little bit about your impairment, so erm what was the cause of your impairment?

T=so she said that erm… she’s just known that she is uh she is affected by Polio

I=mhmm

T=so [loud banging] [stutter] since she was more than 1 year old

I=ok

T=and then during 1972

I=mhmm

T=and she said during that time because of uh during [stutter] the country is unsecure or it has problems in the country, so that’s why no any medical treatment, no nothing

I=ok

T=so that’s why she got that problem, and didn’t have any healthcare, didn’t have any hospital there, so that’s why

I=ok, so when you first got the Polio did you access any traditional medicine at all, or was it..?

T=ok, so I just would like to change that previous [stutter] information that

I=ok

T=she said actually when she got fever and everything she was in Phnom Penh

I=ok

T=so her mum said brought her to the hospital but she doesn’t know which hospital

I=ok

T=but just only that she also got the healthcare treatments

I=ok

T=and then she said that her mum told her that she brought to the hospital but she doesn’t know where is that. Her mum also didn’t believe that, she just got fever one night and why is she have affected for the left leg

I=ok, erm so…

T=and after that, [stutter] after recovery her mum saw like she’s unable to stand up right, so that’s why she also brought to the other places to get treatment, but she said that her mum didn’t tell her which places she got treatment

I=ah, ok

T=she also added that uh like that time before she got she also able to walk right, why, her mum unbelieve that why is after, she got uh fever for a night, why is she able to stand and walk right now

I=ok, so was your mum concerned that it was something that happened at the hospital that made you have the weakness?

T=so she [stutter] added as you mentioned, uh her mum believe that just got, why [stutter] my child got uh unable to stand up, walk. So her mum also trust that because of injections that’s why … her daughter have this type of problem

I=ok, so your mum thought it’s from the injection?

T=mmm and then her mum brought her to hospital and ask why my daughter has this problem

I=ok, so your mum sought the hospital twice for it?

T=mmmm

I=ok, erm … did this stop erm your mum seeking other healthcare, did it like put her off? If you know what I mean?

T=like stop her going to the hospital

I=yeah

T=so [laugh] so she just added that when her mum like is not trust on that healthcare but she still bring her daughter the other hospital to check up why this problem happen to her, her daughter. And she also find out if she just heard that that if this hospital or this traditional treatments can help to her daughter, she went all the places.

I=ok, so she tried lots of different places

T=yeah, all the places for for finding the treatment

I=ok, … erm so erm when you’re not wearing your orthosis, could you describe any challenges you face at home, such as cooking, cleaning?

T=ok so she said that when without an orthosis, she find it a challenges, it’s like when she walk, she need to use one hand to push her knee backward, to stabilise the knee. So that, she said that and her trunk need to bend right, so when she use an orthosis both hands are free and she is able to work and able to do the other thing faster and during walking she walk faster using an orthosis when, then without an orthosis

I=ok, so wearing an orthosis enables her to have two hands

T=yeah

I=yeah, ok. Erm do you ever like leave the house without wearing the orthosis?

T=so for her, she said that… she has never uh walked without an orthosis. She said start in the morning just wake up, after she take a bath, she put on an orthosis and walk the whole day. And when she go to take a bath she take off and when she go to bed she just take off

I=yeah

T=but the rest, even though around the house, she need to ear an orthosis

I=yeah, ok, and have you ever had any negative experiences because of your impairment?

T=so for her she said that she has no any negative uh thought from the people around or anything due to her disability, because she said that she’s able to do as the other people, and either she can earn the money by herself and she can give money to her nephew or her niece.

I=yeah

T=so she doesn’t feel any negative. And the other people around, also no one like discriminate or look down to her

I=yeah, ok. So do you think that if you weren’t able to do as other people that it might be different?

T=what do you mean?

I=so if she erm or if you weren’t able to work or earn money than people would treat her differently?

[music playing loudly in background]

T=so she said that maybe not, because of, she said that just she’s feel that of the people around her like take care of her

I=yeah

T=so she said that maybe not [laugh]. I just ask her if if in case that she’s unable to do as the normal people, so how how the people around gonna look, gonna say something and she said that no

I=no, ok, well that’s good

T= her family also

I=yeah, ok.

I=Erm, so how long have you been using exceed services for?

T=so uh she got the first the first device, or services from the Cambodia Trust or exceed in in [stutter] 1995.

I=ok, so a long time

T=long time ago, so that’s why she couldn’t remember and how many orthosis she has been through and don’t know when she got the first device. But I just ask her when, because that time, she said that [name of community worker] yeah, she’s been here and then she brought her from this village to the…

I=ok, so long time ago.

T=yeah long time ago

I=erm so, did exceed, or Cambodia Trust not exceed worldwide pick you up from the village and take you to the centre in Phnom Penh?

T=ok, so she said that at that time [name of community worker] came to the village, to share all the the information related to Cambodia Trust services, and then after that, uh next day, she appoint, appoint her to come to to this place and then after that they bring her, they brought her from this village to the centre

I=ok

T=and then she stay at the Cambodia Trust centre for a week to get the gait training, to get the the new device and she said when she got the first new device she feel difficult to walk, and it was so heavy and hardly to to carry [laugh]

I=yeah, ok. Erm, so you found out the services like through the outreach, is that correct?

T=yeah

I=yeah, ok, erm … so when you got your first device did you wear that all the time or did it take some time?

T=so so she said that erm when, for the first device, when she [stutter] brought the device to home, she wear it like 2-3 hours er day only. Then [name of community worker] try to encourage her to use the device and if not her leg gonna be getting worse. [P9=Khmer] and then [name of community worker] also explain to her and afraid that uh the patient going to throw the device away. So that’s why [name of community worker] try to encourage her to use the device. And she said that for the first device it was like heavy…and difficult to take a step, an step her weight to walk, so that’s why [stutter] she doesn’t want to use much. But [name of community worker] try to encourage a lot and so now she’s familiar with the device and she’s able to use for the whole day

I=yeah, so uh when you were getting the encouragement was that through phone calls or through community visits?

T=so… uh that time [name of community worker] come to this village and then try to explain to her, because that time I think they come every week,

I=mhmm

T=to see the client and follow up, how is, how is the client so that’s why. And [name of community worker] is try to explain to her related to the device because of that device when she did the training at the centre so is even ground right, but here is uneven ground so she need to be able to use that device at home with uneven ground, it can help her moving and walking.

I=ok

T=so a lot of things so that’s why she said that she’s able to use the device

I=yeah, ok, erm … so … there are less of like the outreach now so not as many, they’re not coming out to villages as often are they?

T=mmm

I=so do you think there should be more outreach, so they come more frequently for things like repairs and giving people orthoses?

T=so she said that uh, she’s strongly agree that continuing to do the service repairing, or follow up at home, but like one a month a time, [stutter] no need one week a time, can be one month a time.

I=ok

T=so can also help the client at the village, and because of travel expenditure now really high

I=yeah

T=so they said that unable to afford. She said that from here to the centre, maybe $10, maybe…

I=so too expensive for some people

T= yeah, too expensive for some people and they won’t be able to pay that

I=yeah ok, but she’s says that once a month is ok?

T=yeah, is ok, that’s enough for like [stutter] mobile repair for the the outreach or the other.

I=yeah, ok

T=[cough]

I=so… how long has your device been broken for?

T/P9=[laugh]

T=ok so [laugh], for her device she got it since… 2009 [laugh]

I=oh wow [laugh]

T=and then is almost 13 year right? And then uh for the [stutter] for the strap that is already and no one is sticking, so she said that [stutter] is just broken last 2-3 months, she could not remember but around last 2-3 months

I=ok

T=but she just only see and wait because of covid 19 so she’s just wait and see how is that

I=ok

T=and now today we come to do the repair, so she’s ok

I=ok, so erm apart from covid was there anything else that stopped you coming to the clinic?

T=so she said that erm last last time due to covid and the time before that because of we we did the cost recovery, so we just ask how how, we just ask only how much percentage can the patient are able to afford with the orthosis.

I=mhmm

T=so for example, now the whole price is gonna be $200 or $250, so how many patient can be able to afford $20, $20 or something like that. But she said at the time due to that she didn’t go because she has no money to go there because she has to pay for travelling and either she need to pay for the cost recovery for the device which is why she stop for a while.

I=yeah

T=but now she said that now it free of charge, she will go to make the new device, but now lets see when she have free time to go there.

I=ok, so erm as well as the cost, or previous cost, it’s hard to get time off work?

T=yeah

I=yeah, ok, erm… [long pause] so erm thing now about the service that you received at exceed worldwide erm do you have any suggestions on how it can be improved, either like the outreach and those received at the clinic?

T=[laugh] so she said, she said that for improving on the services, she said that, because I try to example like if the services is not *inaudible* {30:02} to her blah blah blah

I=yeah

T=and the other people they didn’t give her the clear instructions or clear information related to the service there, but she said that it’s ok, the people there is friendly and then even just though she just went there and sit waiting for, they also come and ask her what she’s waiting for and then if uh tha device is gonna take a few minutes or hours, they also explain her how many uh gonna, how minutes or hours gonna be and she will be getting back the device

I=yeah, ok…

T=she said that if someday a lot of patient come uh the the P&O also came to her and then and said and told her today a lot of patient, so for repairing gonna take a bit longer time compare to the day where there’s less patients.

I=yeah, so, did she say that do that or they should do that? So they tell you that’s going to be long or they should tell more?

T=no, she said that [stutter] they already told her that the exactly time

I=ok

T=so it’s not they should do more, she said [stutter] they already done that thing

I=ok, so they already do a good job with…

T=yeah do a good job so is ok for her

I=yeah, ok. erm have you used erm P&O services from any other places so erm VI?

T=yes, only exceed

I=yeah, only exceed. Ok, erm so erm … is there anything else you would like to add about your experience of using an orthotic device?

T=she said that no anything to add, just that she said that when using the device can improve her a lot, she able to walk, she able to do the other thing, without the device hardly for her now she get used to the device.

I=yeah

T=now she use the device she is unable to walk for 5 steps [laugh]

I=yeah, ok. Is there anything you would change about your device?

T=she said that now she using that device, that type of device right, so she doesn’t want to change to to the other type

I=no?

T=she said that because that when she get for the first time it might be difficult to adapt with that

I=yeah, ok, so you feel comfortable with that one

T=yeah comfortable with this device

I=yeah, ok, and is there anything else you would like to add about erm the services you’ve received from exceed?

T=so she said that, just she wanted to add because last time we we just ask about cost recovery right,

I=sorry can you just repeat?

T=so last time, we just ask about the cost recovery that we we charge a few amount of, a few percentage of [stutter] that device right?

I=mhmm

T=she said that she not do that because she just, she said that for the device that she go to our centre to get a device so one time for assessment and casting, second time for fitting and can be third time for the fitting and time for delivery so at least 4 -5 times that been to the centre, so that charge around like $100. And then if the organisation ask for more then, or charge more on the device so she said it’s a lot for her and she unable to afford with that [loud rustling]

T=so she just only want to add that, so should not charge the money for the device

I=ok, the cost is stopping people.

T=yeah, so it should be like, organisation must be provide free or charge for the services and either can support related to the travel expenses. Because as I said we been to the centre not only 1 time, at least 4-5 times to get the device, so a lot of time so she need to also pay a lot of money. And she said also disabled people like erm just earn the money for for daily-life, it’s not like for remaining, buying a lot of thing.

I=yeah, ok, erm so would you prefer maybe to have it the casting, fitting, delivery over short days and you stay at the centre?

T=so for her she said that when just go get the device, she said its not really far from the centre to here right?

I=mhmm

T=and she, she said better to stay home

I=yeah

T=not staying and waiting for getting the device right

I=yeah, ok

T=and one more thing, is different type of the device, so for her is KAFO, so she need to.. is like for first day is assessment and casting so she need to wait at least 2 or 3 days because of the process will be longer than the other type of device.

I=yeah

T=so she said that no need to [stutter] to be at the centre or waiting at centre

I=yeah, so if she was at the centre then she couldn’t be here and work

T=mmm yeah, she said that able to be at home and while she’s waiting she can earn more money for herself.

I=yeah, that makes sense. Ok, erm…

T=so she said that, erm as I mentioned that, long while and then just inaudible {38:18} and cannot be finishing, finishing at least take 1 to 2 days so she said that to be at home better than waiting at home rather than waiting there.

I=yeah

T=she said that waiting there, [stutter] like 3 – 3:30 or 4 they already close the centre [laugh]

I=[laugh] ok, erm so I’m just going to ask one more question, are your family supportive of you using the services and coming to exceed worldwide?

T=so she said that uh the people in her family always support if if she got problem with the device and she wanted to make the new device. They always say ok go go, go to get the device

I=ok

T=because without the device she is unable to walk

I=yeah, ok. so, do they help with any of the costs as well?

T=so they also support if like erm she wanted to make a new device, her people, like her sister, her brother, her brother-in-law always brought her to the centre to make the new device

I=ok, great

T=uh so she also said that the people at her family, when she go to centre they afraid that’s she going to be like, because when she’s travelling going to take 2 or 3 transportation. So so they said that its better to brought her, to bring her to the centre, if not she might be confusing the way, they so worry about her so

I=[laugh] ok. So if she was to travel their by herself she would need to take multiple…

T=yeah, she need to get from here to like … and then from here to like main road and then the car from main road can be dropped to the centre or by the centre and then can take the other moto... so that’s why

I=yeah ok,

T=it’s a long way to go

I=ok, so her family have their own car or bike so they can take her

T=yeah, so they always support her and take her from home to the centre

I=ok, great, erm so I don’t have any more questions, so thank you.