T=Translator  
I=Interview   
P4=Participant 4

I= ok, so thank you for your time today. Erm so I'm going to be asking some questions about your experience at the clinic and also some other experiences related to healthcare seeking and your disability. Ok yeah so if you could tell me about your opinions and experiences, and erm there's no right or wrong answer so you can say as much and as little as you'd like. ok, erm so to start erm please could you tell me a little bit about yourself? so for example, age, what you do for work, school.

T= So now she is 30 years old, she study just grade 6 and for her job is salon, open the salon. yes?

I= so like a hair salon or nail?

T= yes, and also sell something in front of house.

I= ok

T= her house [laughs]

I= erm, are you married? do you have any children?

T= she got married and she also have a child but the children is for his [her] husband, for his [her] husband have two wife.

I=ok

T= so she the one that err was step-wife

I= yeah, ok. Erm so I'd like to hear a little bit more about erm your condition, so what caused your impairment?

T= Since 2 years old, 2 and a half years old, she got high fever and then she go to the hospital for injection. After injection like she show, the leg in like this [participant demonstrated how leg was twisted at the knee]

I=ok

T= She got the surgery

I= She got surgery, yeah ok

T=Mhmm

I=So that's like to release the leg [muscles] the surgery?

T= Yes, to release the leg

I=ok

T= So ... [P4/T=Khmer]. Ok, she said err she know by someone who else have the KAFO, so uh he he bring her to exceed worldwide since she was 15 years old.

I=ok

T=yes

I=erm so when you first got the high fever erm when did you.. were you 3 years old?

T=2.5

I= ok, so when did you get the surgery, or how old?

T= 8 years old

I= 8 years old ok, and then before the surgery, your leg was stuck like that?

T= to release the leg.

I= so from 2.5 to 8 years, her leg was stuck like that?

T= ok, so since 2 2.5 years, the leg is not really stuck like this. It's like uh if keep it for a long time, so err maybe the muscle is pull, that why it can become like that.

I= so it got worse over time.

T= yes

I=ok, erm so why did she wait until 8 years to get the surgery? Was there a reason she waited so long?

T=She said err exceed at the Kien Khleang bring her to the surgery, so she sleep at the hospital for around 3 month after the surgery.

I= so she was at the hospital for 3 months?

T=Yes, after the surgery 3 months at the hospital. She also didn't know how they go to her house, she did not know

I= ok, so...

T= because someone report, maybe

I= ok so they didn’t go to her house

T=mmm, because the exceed at Kien Khleang go direct her house and then bring her to the surgery

I= ahh ok, ok

I=Erm, so before the surgery did you try other healthcare so umm she did try any other like traditional medicine to help the leg or any other healthcare?

T= she try many thing like go to hospital, like go to Khmer … it’s like Khmer traditional so can like to help uh the person with disability, but I’m not sure what called, she try many thing also drink some medicine.

I= ok

T= yeah, but still not...

I= but not work, yeah

T= Mmm

I= ok, erm, so after the surgery, how did you feel? Like erm did you feel happy or sad about the surgery?

T= uhh she said after she got the surgery, maybe one month, they do the bandage around the surgery part. So after that she feel happy because the leg can release, and also uh after the surgery heal over she go to make the device at Kien Khleang for first device.

I=where sorry?

T=Kien Khleang. After got the surgery… she got the device at Kien Khleang at 8 years old.

I= Ok, uhh

T= so after she got the surgery, around 3 to 4 months she use the device

I= ok, so erm, at 8 years old she got her first was it…

T= first device, yes

I=KAFO?

T=KAFO yes.

I=yeah erm and that wasn’t from exceed worldwide, was it?

T= sorry?

I= was that from exceed or? Did she get her first device from exceed worldwide?

T=from exceed worldwide at Kien Khleang

I= ok

T= you know the Kien Khleang one.

I= no I’m not sure, where is that one?

T=I thought exceed, I’m not sure, maybe I can ask

I= ok, yeah erm… so can you tell me a little bit about your experience of your first… device?

T= so before she got the surgery she use the crutch, and then after she got the device she feel happy. She can walk she can carry something so she feel happy.

I= yeah, erm and then how was your experience at the clinic? so erm … your opinions of the healthcare that you received?

T= she said here is uh good *inaudible* {16:17} and also good service and fast service because when she ask to make new device the PO come and uh service her very nice.

I=ok so … when did you first learn about exceed worldwide? So when did you first hear about exceed worldwide?

T=how to know right?

I=yeah

T= she know about uh recent, uh she know about someone who also have the KAFO, yeah and bring her here

I=yeah ok, erm so she learnt from … er like a friend?

T=yes

I= … so, has erm I’ll move onto this section, so why have you come to the clinic today?

T= today she come to get device, the new device

I= yeah, erm … so … did you… like is your device broken?

T= ok, she said the device is uh short and also is like flexible is not rigid so not strong enough for her

I=ok

T=and also unstable

I=yeah, how long have you had the device for?

T= how long current device?

I=yeah

T=2018

I= ok

T=four year

I=yeah, ok so when did you first have the problem with the device?

T=sorry?

I= so when did she first start to notice an issue with the device?

T=umm…

I= so how long has the problem with the device been going on for?

T=uh the current device is have problem around half mon-uh half year at least

I=ok

T=but she don’t feel free, she busy with her work.

I=ok, so… erm she delayed because of work, so she didn’t come sooner because of work?

T=yes, because she is salon she need to work everyday

I= ok, erm so are there any other things that stop you coming to the clinic [sound of paper rustling], so there’s work but anything else?

T= uh so when, you know like uh when they open the salon, so when they close for uh one day maybe the customer come to find her. So is maybe… the profit right.

I= ok

T=less profit, yeah

I=ok, does erm she own the salon?

T=yeah

I= do other people work at the salon?

T= how many people?

I= so does she have people work for her?

T= only her

I=only her, ok.

T= when she work she said she use the device is when she work is uh easy then she use one side of the leg.

I=ok, erm when you’re working do you use the device?

T=yes, the whole day

I= yeah ok. Ah, if you were not working and at home, do you still use the device all day?

T=uh except at night-time and shower

I=ok, so wear all-day yes?

T=yes

I= ok, erm… so erm … is this clinic the closest one to your house?

T= she stay at the [name of commune], maybe uh around 10 minute

I=ok, so she lives in Phnom Penh province?

T=yes, lives in Phnom Penh

I= ok, erm so … it takes you 10 minutes to get here today? or how long does it take her to get here?

T=10 minute

I= 10 minute, yeah, ok erm … so if you erm if you were not using the device, do you think that people will treat you differently discriminate?

[P4/T=Khmer – P4 becomes emotional]

T= so she said when she don’t use the device, that other people laugh at her and say that oh that girl she has the atrophy of the leg or something like that.

I= ok, and then you feel without, with the device it’s better, people treat you better?

T= erm she said when she got device she feel … no any discrimination. It happen but it’s less than before and also her family also happy when she got the device

I=yeah, ok. Erm so why do you think people treat you differently?

[P4/T= Khmer]

T= so she said she feel confident and she can be herself when she got the new device, before she when she don’t have the device she don’t have friends, she work alone, so...

I= so she feels better

T=yeah, she also feel like … uh how can I say, she don’t like herself.

I=aww ok, erm and just while erm can you just like ask her if she’s ok? And if she’s ok for us to ask these questions? Just because she’s a bit upset

T= she said she feel ok, it’s just before. Now she feel confident now

I= ok, erm … so do you think … I’m trying to think of a way to phrase this in a simple way erm … do you think many people know about the serv-like P&O services? So does she think that many people know about this service?

T=uhh

I=are people aware of P&O services in Cambodia? Do many people know about them?

T=[laugh] I cannot catch up the question

I= yeah [both laugh], ok erm so … erm so some people that we have spoken to say that they didn’t know about the service for many years

T=uh-huh

I= erm … does she think this is true?

T= she don’t know about exceed, yeah, some people don’t know maybe some they uh stay far from the exceed and no in-information.

I=yeah, erm … can you ask her … how does she think more erm people can learn the ex.. the services? So, does she think that like uh the healthcare workers should do more, or there should be more community visits? Erm how can knowledge improve?

T= it’s like how to promote right?

I= yeah, like how how, what does she think is a good way to promote the service?

T= like a suggestion or?

I=yeah yeah like a suggestion

T= she said she want uh maybe uh make the exceed at around near her house because she saw a lot of disability people like her or maybe the amputation. She also want to bring them here but they don’t want.

I=ok

T= maybe he he didn’t know about that, yeah

I=ok, so she thinks erm more … people go into the community and tell

T=yes, she they don’t want to come here

I=ok

T=maybe they don’t know the uh … what is the important advantage for them

I= yeah, so why does she think that people don’t want to come here?

T= she said uh she already to explain about the device and what is the advantage, but they don’t respond. She just wait and see wait and see but they don’t come

I=ok, so they erm don’t think the device can help

T=the device?

I= yeah, that’s ok. So, erm so is there anything else you would like to add about your experience of having a disability in Cambodia?

T= so she said before she got the device she uh one side use crutch and one side carry the thing so is difficult for her and also she afraid of slippery on one side, and after she got the device she feel better, she can walk with uh carry for two hands. Yes more confident.

I=ok, yeah. So erm has the device helped her feel able to participate in like in the community?

T=yes, she feel confident

I=and erm is there anything else you would like to erm say about your experience of erm uh the P&O service use?

T= uh she said uh the PO, P&O is ok, but she refer about the money for travel. She want is like … if I got 10 she got 10, something like that. She said it not enough for travel.

I=sorry can you repeat uh, I struggled to understand?

T= it’s talk about the money for travel, you know right? That exceed they give to provide for the travel.

I= ah yes

T= because she said that from her house to here it’s not enough for her

I=ok

T= maybe she need the more money for travel

I= ah ok, she … erm would like more help with the costs of travel here

T=mmm yes

I=ok, erm great. I don’t have any other questions

T=we stop?

I= yes, so arkun, thank you