T=Translator  
I=Interviewer  
P11=Participant 11

T/P11=[Khmer]{3:10}

I=yeah, ok so, thank you for your time today, erm uh I just wanted to explain that uh I’m interested in your opinions and experiences, so you can be as open as you want and yeah, there’s no right or wrong answer. Ok, erm so to start uh I want to learn a little bit about you so for example, how old you are, what grade you’re in at school and your household situation.

T=ok so my name is [name] I’m just 18 years, and then uh I’m from Svay Rieng province, yeah. And now I study in grade 10 at [name] school

I=yeah, ok, and so do you live at [name] school as well?

T=ok, yes. [Khmer]…or maybe you want me to ask more question like erm when do you, when does she come to live in school?

I=yeah yeah

T=so uh she came to study in [name] school since 2017, that time she came and study in grade 6

I=ok, so erm how often do you go back home and see your family?

T=so she visit her hometown is like 2 times per years, during Khmer new year is like a month

I=mhmm

T=and then during Pchum Ben…

I=mhmm

T=Pchum Ben festival they is, because that time is big vacation, so is 3 months.

I=ok, ok, so is long period of time at home?

T=yeah long period of time

I=yeah ok and who is in your household at home?

T/P11=[Khmer] [loud noise in background]

T=ok so uh at her home, uh have uh …[Khmer]… so 6 in the family, include her, yeah?

I=yeah

T=so have grandma uh father, mother, herself and younger sister and younger brother.

I=yeah, ok… erm so I’d like to hear a little bit more about your impairment so erm what caused your impairment? [loud noise in background]

T=ok so she said when she was 3 years old she got fever, and also she she doesn’t know that time give her the medicine or not, but after she got fever she’s unable to stand right?

I=mhmm

T=when put her to stand up, she couldn’t not stand because already 2 years so she’s able to walk as a normal right?

I=mhmm

T=but after she got fever she could not even stand up and

I=ok

T=so her mum brought her to the uh [stutter] Khmer traditional treatments

I=mhmm

T=yeah?

I=yeah

T=and then after that erm it could not getting better, so that’s why her mum brought to Kantha Bopha hospital

I=mhmm

T=yeah, in Phnom Penh

I=is that the big children’s hospital?

T=yeah, big children’s hospital

I=yeah, ok, erm so then was that cerebral palsy the diagnosis?

T=Polio

I=ok

T=so it Polio

I=ok, erm … uh so what type of orthosis do you use?

T=so is KAFO

I=yeah ok, erm and erm are you able to walk without the device?

T=so she she said she is able to walk without an orthosis but she need bend the trunk and use the hand and push the knee backwards

I=ok

T=and also she added more information related to, she said her leg is have normal sensation, she know she have like no when is touching something, but only that weak.

I=yeah, ok.

I=so when you’re not wearing the orthosis are you able to erm like [loud machinery noise] look after yourself in terms of like erm cooking, cleaning, erm washing?

T=ok so she said that when uh without an orthosis, she able like washing the clothes is ok because only sit in one place right?

I=yeah

T=so … but when she is cooking and do the other housework so when she walk

I=mhmm

T=so she need [stutter] because have only one hand right?

I=yeah

T=she said that is a bit difficult for her, so it must be have two hands to do the thing

I=yeah, ok. Erm so do you ever erm, do you like go to school wearing the orthosis or how long a day do you normally wear it for?

T=ok so she said that for her she wear an orthosis from 6am in the morning up to 9pm

I=ok

T=so she just only take it off when she go to bed and go to take a bath and…

I=yeah, ok, so all day

T=yeah all day

I=so when you’re outside the house and wearing the orthosis are there any challenges that come with that?

T=ah ok, so she said that when uh she’s wearing an orthosis when walk outside, she said that when is uneven ground its hardly to to walk, hardly [stutter] to step like level land, and either when is raining she says so it will be like, she’s also scary of slipping.

I=yeah, erm do you, does it stop you going outside? So do you not want to go outside as much because of it?

T/P11=[laugh]

T=she said that [stutter] is ok because when she compare it between when wearing an orthosis and without an orthosis, when wearing an orthosis she’s able to go outside and walk for for the distances or something like that, but when without an orthosis hardly to walk outside

I=yeah ok

T=[laugh]

I=erm and so … erm how does wearing the orthosis make you feel?

T=ok so she said that for herself, she doesn’t feel anything that when she wearing an orthosis uh like the other people at her like, look strange, but she said that for her, no no any feeling about the other people because she said that without an orthosis she feel more difficulty

I=she feel more what sorry?

T=she feel more difficulty to walk, so it means that she doesn’t care much about the other people feeling, but she just only feel herself that its ok for herself to wear an orthosis and walk outside. She said that when she wearing an orthosis and walk outside the other people might get [stutter] used to the feeling is like that’s fine, she’s ok, she’s disabled but she’s able to walk

I=[clears throat] yeah

T=the feeling is like this

I=ok, erm so wearing the orthosis makes you feel confident [loud machinery]

T=ok so she have more confidence when wearing an orthosis, and also she’s also she’s able to walk

I=yeah, ok. Erm so now to uh ask a few questions about your healthcare seeking and using P&O services… So you mentioned that erm when you first erm got the fever your mum took you to the children’s hospital after trying the traditional medicine erm so can you remember or do you know what treatment they gave you at the hospital?

T=the children hospital, right?

I=yeah

T=so uh talk about where she got the treatment from Kantha Bopha hospital, she said that she could not remember much but just only like they did the uh [stutter], they inject the IV before. And then after that when she was 8 years old she got the other rehab uh rehab treatments. So she got in erm VI in Prey Veng province,

I=yeah

T=yeah, so that time when she was 8 year old.

I=8 years old, ok

T=and then uh she said that at that time they gave her the crutches

I=ok

T=yeah, let her able to walk with the crutches and after that she start to make an orthosis

I=ok, so from when you first had the fever at age 2 years old, did you have any erm other treatments or rehab up until you were 8, so from 2 to 8 were there any?

T=so it mean when she was 2 year up until 8, so no any treatment. Only treatment she got only from Khmer traditional treatment and the from Kantha Bopha hospital

I=ok

T=so the rest, no

I=ok, no, so erm only rehab when you were 8 years old

T=no, [stutter] up to she was 8 years old

I=ok, and then erm do you know how erm your parents find out about the services at Prey Veng?

T=ok so she said that because of have like uh … disability, right?

I=disa-

T=like the people who work for uh DW

I=like the disability organisation, yeah?

T=yeah yeah, it’s like disability organisation, so they just came to her village and then also when they saw her like that they just only explain her and where the place that she’s going to get the service [loud machinery]

I=yeah ok so, the disabled people’s organisation told you about the service in Prey Veng?

T=yeah

I=ok, erm and so erm… your first service at Prey Veng, did they only give you crutches to start?

T/P11= [loud machinery] [laugh]

T=so she said that erm when for her, when she got the first … rehab treatments so she got the crutches right?

I=mhmm

T=that time she was 8 years old, and then uh because that time she’s scary to use the KAFO because she thought they might take uh metal to put inside the leg or blah blah, that’s why she’s scary about using an orthosis because that time she she didn’t know how that type of device and what will be.

I=mhmm

T=and then after that up to uh up to 2 years, so it mean that when she became 10 year old

I=mhmm

T=and because uh the P&O they try to explain to her mum and to her that what type of device is going to use and it might be support her leg. So that she decided to make an orthosis that time

I=yeah, ok

T=when she was 10 year old, so it mean it 2 year after

I=yeah, just crutches. And did you have erm any PT treatments when you first joined?

T=so she got the the PT treatments yeah, when she was 8 year old

I=yeah ok

T= so got it like uh she stayed in VI in Prey Veng for 2 weeks and got PT treatment

I=yeah, ok, ok erm and so thinking about when you got your first KAFO when you were 10 years old, erm did you have any troubles wearing it? was it quite hard to get used to?

T/P11= [laugh]

T=ok so she said for the first device she got an experience was that she feel is heavy, hot and also when walk a lot it get a ball at the heal [laugh]

I=ok, like a blister?

T=yeah blister

I=ok, so it would be quite painful

T=yeah yeah. So she said that uh the other experiences that when she got blister, she try to put a soft sock material to protect that places and then she try to walk with that. And even though when she was crying she also ask the other to hold her hand because she’s afraid to put all the weight on the right side, [stutter] on the orthosis side

I=yeah, ok. So how long did it take you walk like confidently?

T=so she said that is because she she got the training to walk with the orthosis at the clinic it was like 2 weeks

I=ok

T=and then also like when she came home, brought the device and walk with the device and when she went to school so she ask her friends to hold her hand. She said that at least a month

I=yeah, ok

T=to be confident with an orthosis

I=yeah, ok, and did the PO at Prey Veng, were they encouraging you, did you have any follow up appointments? [loud machinery]

T=so she also could not remember like how long that erm, because they they try to explain to her that when got any problems, come back for repair. And either they also call, but she she could not remember how many day, how many week, or how many month that they call to her

I=yeah

T=but they also call and follow up and ask her any problems with the device

I=yeah, ok, erm so erm … have you attended any other rehabilitation centres or P&O services apart from VI in Prey Veng and exceed worldwide? [loud machinery]

T=so only VI, VI in Prey Veng and Exceed

I=ok, erm and when did you first hear about exceed worldwide? [loud machinery]

T=ok so she said that actually she also heard VI in Kien Khleang right, but when she come to study in [name] school so that teacher said that ok because we have here so they just bring, actually we have uh the school, [name] school they bring some client that previously they were uh they got the service from VI Kien Khleang. They just brought directly to Kien Khleang for repair or make new one right. But for her she feel interested, maybe her friend, so she feel interested that the teacher told her that Exceed also making the device, so that’s why she came to Exceed.

I=ok, erm and … have you noticed any differences between the services at VI and the services at Exceed? [loud machinery]

T=so she said that it’s the same

I=yeah

T=yeah, so for the service providing it’s the same

I=ok

T=[laugh] [stutter] I just ask any small point or difference and she said no

I=no, ok. Erm so how long have you had your current device for?

T=so she make since uh 2021

I=ok so..

T=so last year.

I=last year yeah, and you got this device from exceed?

T=yeah exceed.

I=ok and erm what is your purpose, of the visit day today, is it for repair?

T=ok so actually the plan that she came her as we [stutter] we wanna have the interview, but also she came her uh for asking the sock, she wanted to get a sock.

I=ok, so the device is ok, it’s the socks?

T=so no any problems with the device, so she came her only get asking for sock.

I=ok, erm and … how frequently do you need to change the socks?

T=so she like to change the sock everyday.

I=ok, and do you think that you are given enough socks, enough to keep you going between visits?

T=but she said that for her its like, because we gave her when she got the first device or get new device, she got 2 socks, so I asking her when she get 2 socks. She said that she change it, and after that when she come for repair she ask for more 2 sock so uh she just wash it everyday and either she’s keep it, try to keep like, when ask for 2, she keep the 2 when wearing washing and then [stutter] ask for the other 2 she also wearing and change it so it already 4

I=ok

T=so if she come and ask for 2-3 times already had 6 so she only like taking care of it, so that why it remaining a lot and so she’s able to exchange it.

I=yeah, ok so do you think you have enough socks or do you want more?

T=ok so she said that uh she also wanted to ask like 2-3 months, ask to get 2 pair or can be more than that because of that some of the sock, when we use it, it’s going to be stretch

I=yeah

T=so if it stretch, it big [laugh] and it not good looking

I=yeah, ok, how many socks do you think exceed should give to orthosis users?

T=ok so she also said that the last time she requested to get like 4 pair or 2 pair, yeah?

I=mhmm

T=so because of, she said that she explain to them that she live far away and either she’s she’s has no time to come and uh request for the sock

I=yeah

T=so that’s why last time when she ask one time like 4 pairs

I=ok

T=ok

I=so you think that they should give more socks to clients that live further away?

T=yes [laugh]

I=yes [laugh], ok. Erm and so is there anything that you think exceed worldwide could do to make it easier to use the service?

T/P11= [laugh]

T=so ask her that does she need anything that the exceed should be provide, the service better than this and she said it’s ok. That exceed already provide a good service. I try to example like uh must be friendly, must be like explaining well about the processing and must be like repairing or making device must be faster, but she said that it’s ok [laugh].

I=yeah [laugh]

T=I try to example

I=yeah, so [loud machinery] and thinking about, this question might be a little bit hard, so not everybody is aware of the services provided by Exceed and like VI, how do you think these P&O services can improve people’s knowledge of them? If you understand what I mean? So…

T=so it mean like uh

I=like people’s awareness of them so like more people know about the service [loud machinery]

T=so she said that about like erm getting to know about the rehab services, is not really broad.

I=yeah

T=it’s like she said that as her, she is like that time she got problem since she was 2 year old right, and up to 8 year old she just known about the rehab services, so that’s why its like uh at the least the other people came to the village and then share all the information related to the rehab centre, so she feel that it’s not really broad…so it should be like uh go and explain to all the villages and then explain how the rehab service and explain how many services in the whole country.

I=yeah, ok, erm and do you think that places like health centres and maybe pharmacies should help to provide the information as well?

T=so she said that yes, it must be like uh uh like uh the doctor or nurse that that open the clinic or pharmacy, or the nurse or doctor that work at the [stutter] healthcare centre inside the village or inside the province must be able to understand about the rehab services and where, and when they see the client, the client, like explain to client and where the places they are able to get the rehab services.

I=yeah ok. And erm I’m just going to ask a bit about the last time you used a health centre. Can you remember the last time you used the health centre for any reason?

T=what do you mean for any reason?

I=so last time she used healthcare, so went to a doctor or nurse for something, just when

T=so she said that [stutter] she didn’t go any uh like she didn’t she said that after she got the treatment from Kantha Bopha she didn’t seek or she didn’t go to the other health centre.

I=ok, so not for no other issues so …

T=mmm no…

T=so she also, just come back now when we ask her more questions, she said that she also when she get small fever or something like that or cold, she went and bought some medicine from the pharmacy inside her village and either last time she went one time to the health centre inside her village, yeah because of that time she heard that for disabled people they provide free of charge for the disabled people so she went one time also.

I=ok, and did you get free care, or did they charge you?

T=so she said that when she went to that health centre inside her village because that she has [stutter] disabled card, so they didn’t charge anything, so they provide free of charge

I=yeah, erm and…

T=but but she, when she went buy some medicine at the pharmacy around her house they charge her

I=ok, erm and how did the staff at the health centre treat you, did they treat you ok?

T=ok so she said that for the treatment, she doesn’t feel that because of her disabled people, but [stutter] she feel that because of the other people then they uh like charge more money like something like that, so when they charge the money they treat that persons faster than her and either because of maybe because of that patient that get more severe then here that’s why they ask her to wait a while

I=ok, so yeah, they make you wait a long time

T=yeah

I=ok, erm and is there anything else you’d like to add about your experience of disability yin Cambodia?

T=she said no, it’s not

I=no, ok erm I’m gonna ask a question, [stutter] another question about P&O services, it’s quite broad but if there’s one thing you could change about P&O services in Cambodia what would that be? So this could be something small like more socks or something big like erm more P&O services in communes and villages

T/P11=[laugh]

T=for her she said no [laugh]. I try to talk about any services that PO should be improved except the sock and she said no.

I=ok [laugh], so do you think it would be better if there was more service available, so if you uh had in a few in every province so you don’t have to travel to Phnom Penh all the time?

T=yeah she also thought about that, I just explain to her because right now we only have centres in a few provinces. So if we have like have all the centre in all provinces, so example when she go that provinces for work, if she have any problem with the device she’s able to get repair at that centre. She said yeah it could be because if like uh right now when she went to one province and no rehab centre there and if she wanted to repair something she need to come back to the province that have rehab centre.

I=yeah, ok. So is there anything else you’d like to add or any other comments you might have? [loud machinery]

T=ok, so she want the rehab centre no uh, the healthcare centre, hospital uh should be like give priority to the disabled people, yeah?

I=yeah

T=and uh treat the disabled people and have like, the disabled people must have the right to be equal with the other people.

I=yeah [laugh]. Ok so arkun, thank you.