I=Interviews  
T=Translator   
P3=Participant 3

I= Hello thank you for agreeing to take part today. Urmm first to start could you [car horns], sorry I'll just shut the window it's a bit noisy. Umm, ok, yeah, sorry to start please could you tell me a little bit about yourself for example your age what you do for work, uhh and what school education you have? You don't need to write ... you can write if it helps [T start taking notes]

T= uhh he [she] 55 years old and she study just grade four and they stop the study and for the job nowaday they just housewife.

I= housewife

T= Yes

I= Umm so, she [stutter] er do you have any children?

T= No, no.

I= so I would like hear more about urm your condition, so um what has caused your disability?

T= since 3 years old, she got high fever.

I= ok, so like Polio?

T= yes, Polio.

I= ok, um and then does it effect post legs the condition?

T= one side

I= just the one

T= yes the left side, mm

I= ok, umm does your umm leg weakness cause any challenges in your life, for example challenges in working, cleaning, cooking?

T= so she said its difficult to walk, before she got the device so after she got the device she said she better than before.

I=yep

T= yes

I= ok, so it helps with walking the device?

T= if she not use the device, she unable to walk

I= ok

T= she unable to do the activity, after she got the device she feel she better she can do a lot of things.

I= yeah, ok. umm do you use any crutches or wheelchair to help you move?

T= No No, only the device

I= ok, and when you're at home do you wear the device as well, or only when you're outside the home?

T= she wear device whole day except for night and when she shower

I=ok, urm does it cause any, cause any, issues wearing the device for long, for a long time? Does it hurt to wear the device ... does it cause any issues for the skin?

T= She doesn't have any problem for the whole day.

I= ok, good. So now I want to ask a little bit about urm when you first got healthcare. So obviously you were 3 years old, so quite young but when you first got the fever did you go to hospital or health centre?

T= she said when she got high fever she don't go to hospital. You know in Khmer they just use, i don't know what they call it, maybe I can tell you later. Yes, she don't go to hospital after she got high fever she unable to stand and feel weakness of the limb.

I= ok

T= Yes

I= ... and then urmm... so when was the first time you went to a P&O service?

T=when?

I= yeah, when the first time.

T= she did not remember about the year, the first at the Calmette hospital. I can check on the file, yes.

I= ok, so was here, Exceed Worldwide the first place?

T=Exceed Worldwide?

I= yes

T= ok, here only Exceed Worldwide.

I= ok, um were you an adult or a child when you got your first device?

T= she use the device since she is 30 years old.

I= ok

T= three zero. She know about when people go to the community.

I= Yeah, so she learnt from the community workers about the service?

T= Yes

I= ok, umm so before 30 years old, did you use any crutches or wheelchair or...?

T= She use the hand thrust to walk, no crutch.

I= So, she use...

T= She use the hand thrust, so it’s like when you walking? you need to pull the knee in extension?

I= ah ok, so umm... when you first got the orthotic device...can you tell me a bit about your experience.. so getting the device at the clinic, and how you felt after getting it?

T= when she got the first device she said she feel happy because she can walk and then she can do the the daily activity, so she feel happy.

I= yeah, ok. Umm and then how was her experience at the clinic, so what did she think the staff were like, did she think it was a good experience or bad experience?

T= *inaudible* {13:24}

I= so umm her experience act-actually at the clinic, so did she find it was good service or bad service or any issues she had when getting the device?

T= she said here is good service, no discrimination for her.

I= ok, good, umm and then when you got your first device, did you have any like follow up phone calls or visits? so did Exceed Worldwide um check up on you after the device?

T=Exceed? so talk about follow-up.

I= so did you like call her and ask how she's getting on.

T= Yes, exceed call her to talk about her condition and also about the device.

I= ok, umm so she said that she found about the service from the community health workers, so erm, could she tell me a little bit more about that?

T= err before they go to the community she did not know about the device, orthosis device. So, when they go to community so they call the people who have disability to to talk about the device, prostheses or orthosis. And then she go there and then she meet DPO, bring her to the Calmette hospital to make the device.

I= ok, erm, ... so… why have you come to the clinic today?

T=Today?

I= Yeah, so what is the reason for her visit today?

T= she come and got the device

I= a new device?

T= yes

I= and then, did your device break? was it broken?

T= she feel pain and also this device around 3-4 years old.

I= ok, so is this clinic the closest to your home? So how far is your home from here?

T= How far?

I=yeah

T= she come here around 1 hour

I= ok, so where do you live, like what province or commune? Does she live in Phnom Penh?

T=Phnom Penh?

I= Yeah

T=Yeah in Phnom Penh but it is far from here.

I= ok, so how long did it take you to get here today? How did you get here today? Motorbike or…

T= She come by the moto driver… moto taxi. [laughs]

I= yeah ok, um so is this the closest P&O clinic to your home? so is there another P&O clinic that is close to your home, or is this the closest?

T=No

I= So this is the closest?

T=Yes

I= ok, umm, did anything stop you coming to the clinic sooner? So, was your device broken for a long time or did you come straight away? or did anything stop you, so were there barriers for example like distance or money or time.

T=[looks at Khmer interview guide], you mean this question right?

I=So I mean this question in the decision-making section

T= can you ask again?

I= were there any barriers preventing you from attending the clinic sooner? and so by barriers I mean umm like anything that's stopping you from attending the clinic so say you maybe don't have enough money or you can't get time off work or you don't have anybody to help take you.

T= she said she feel free

I= yeah, ok. So umm what impact has the orthotic device had on your everyday life?

T=uhh, she don't have any problem, she just feel is like easy to walk.

I= yeah, ok, good. Umm do people treat you differently when you wear the device?

T= No, she feel... [P3/T= Khmer]

T= she said before she got the device people around her hitting her.

I=ok

T= but when she got the device, they also happy when they uhh they saw her walk independently.

I= yeah, ok, so she, do you feel less discrimination now?

T=Yeah, less discrimination

I=umm so, why do you think that people discriminate against you?

T= before she feel also, she feel that some people might discriminate her but actually now she feel ok.

I= yeah, does she, do you think that the device gives you more confidence? do you feel more confident?

T= she feel confident.

I= yeah

T= yeah

I= umm so is there anything you would like to talk about your experiences of using the device or using the services?

T= she said when she don't use the device, very difficult. She unable to uhh take shower, wash the clothes, and not cooking and after she got the device she can cook, she can go to the market by herself, so no need the other to help her.

I= yeah, ok, so you feel that the device has improved your life?

T= Yes

I= so your life is better with the device

T=Mhmm

I= umm, so thinking about umm your experience here at the clinic, is there anything you would do to change the service you received or improve the service?

T= she said she ok, she don't have any suggestions.

I= yeah, ok.

T= She just want the PO to stay here for longer.

I= ok great, well I don't have any more questions. So if you can tell her thank you for her time.