T=Translator  
I=Interviewer  
P16=Participant 16

I=ok so arkun for your time today, erm so I’m interested in knowing your opinions and experiences of erm using an orthotic and of the service, so you can be as open as you you want and there’s no right or wrong answers. If you feel like you don’t want to answer any questions, we can take a break or move on to a difference question. ok so to start please could you tell me a bit about yourself for example, your age, your schooling and what you do for work

T=so my name is [name], I’m 35 years old and also I am making a business, like I’m selling the water

I=mhmm

T=ok, water bottle supplies, and then either, I also finish my [stutter] university, the subject was like accountant.

I=yep

T=yeah, and then I also ask him why you you are not applying to be accountant at other uh other work place and he said that because he have applied but he’s not recruited so that’s why he he thought of himself must be finding a business or making a business by himself

I=yeah, ok. Erm and how many people live in this household?

T=ok so in this family is have like including his parents, mother, father and uh the for the siblings, including him, is 6.

I=6 altogether

T=6 altogether, but he’s still single but the rest [stutter] already got married, so you can include the in-law, how many in-law and either for the grandchild is 8 grandchild

I=ok, so big family [laugh]

T=yeah big family

I=ok, thank you [P16 family member put some fruit on the table]

T=arkun

I=so I’d like to hear more about your impairment, so what is the cause of your disability?

T=because that time he go uh fever, due to he had uh lung problems so that he got also fever and they also went to the hospital and [stutter] did the injections or went to get treatment, he also get injections so that’s why he said unable to walk since that time.

I=ok ok

T=since he was 2 year old

I=ok so what would the cause of that be? Would it be like Polio or Cerebral Palsy?

T=for him it’s it’s Polio

I=Polio, ok. Erm and then you wear a KAFO, right?

T=yeah

I=on your which side?

T=left side

I=ok, erm … uh so do you wear your orthotic everyday all day?

T=ok so he wear his almost 12 hours per day

I=ok

T=because he said he wear since 6pm in the morning and up to, oh no, 6am in the morning up to 6pm and sometime can be more than that.

I=yeah. Ok erm are you able to walk without your device?

T=so for the short distance he he able to walk without the devices, but he need to use the hand to push the knee backwards

I=ok, so if you’re not wearing your device does that mean you only have one hand to do things

T=yeah

I=ok, so erm when did you get your first orthotic device?

I=or just like the rough age?

T=ok

T=so he said he got the first device since he was 10 year old, but could not, he couldn’t remember in which year

I=oh which year, yeah ok.

T=so he just remember he was 10 years so he got the first device and through the uh community workers they come to share information about the services in organisation and he got that treatment at Calmette hospital, we call Cambodia Trust previously

I=yeah, ok erm and so from age of 2 when you first got the fever, erm did you have any rehab care or healthcare in that time about your impairment?

T=ok so he also got the treatments, after he got paralysis because his parents saw his problem [stutter] that he unable to walk after he got fever and got injections. and he said that his parents also brought him to got the treatment as the Khmer traditional treatment, to the others places to get treatment like a clinic. And also I ask uh did she did his parents brought him to the other big hospital, and he said no, because that time no any like uh Kantha Bopha was not there before

I=ok

T=so that and he also just only go the other treatment surrounding just nearby the other house

I=yeah, ok. And then do healthcare and the like, the healthcare you saw around the house, did they ever tell you about services that provide rehab?

T=no

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

T=just a month

I=a month, ok

T=because he just got it last month from the student, the student did the mock exam

I=ok yeah, ok erm and so how long did you have your old device for? Was that very old or?

T=ok because of the previous device, it was like short and either it uh loose

I=ok, and had you had that a long time or?

T=just about 3 years

I=yeah ok, so a reasonable amount of time

T=yeah

I=ok erm and so now I just want to ask you a bit about the barriers that might stop you from using the services erm so if you just like what we did last time?

T=barrier to P&O services, long waiting time and need to uh to come frequently example casting and then fitting

T=This is not a barrier

I=ok

T=barrier to P&O services, hard to get the time off work

T=this is not a barrier, because he said he has the own business so he able to

I=do you think that if you did work for somebody else it might be barrier?

T= ok he said that mmm no any barrier because of he think that this one if he have a good reason to get the services so

I=ok so if you have a good reason to have the service then the work will let you have it off?

T=yeah yeah

T=so he also thought of that uh [stutter] this is not the barrier because of when the patient or the client ask permission to be off, it mean that because of that orthosis or prosthesis is unable to use and hardly to walk right? So if they unable to walk how can they work for organisation or work or workplace

I=ok so it’s in the best interest of the workplace to let

T=yeah yeah ok

T=barrier to P&O services, short opening hours

T=it’s not the barrier and the time of working is suitable is not short time

I=ok

T=barrier to P&O services, family don’t support using the services

T=so he said this is also not the barrier because of he said his family, yeah, they always support him and he uh they also understand that when he has no orthosis to walk, he’s unable to walk so that’s the orthosis is always important for him so they always support him to go get the services

I=ok

T=barrier to P&O services, staff don’t treat the people well

T=ok so he said not the barrier because of the staff is uh always welcome

I=yeah, do you think at the health centre staff treat you differently compared to?

T=ok so he just only think that for the for the staff at the rehab is more friendly then the staff at the health centre, because when he said when [stutter] he goes to the, goes to get the service from the rehab

I=mhmm

T=the staff come and ask him first, but if he goes to the health centre or hospital the staff there at least if he need something like he need to go and ask first

I=ok

T=about the where he gonna get treatment, where the place he’s gonna visit?, where is the place he’s gonna get the number

I=ok

T=so that he said he said just only different he need to go and ask first

I=yeah

T=but for the rehab staff, they always come and ask him first and then always friendly, but both is ok for that

I=ok, and just one more question about that so do you think that the staff at the health centre treat everyone the same, so are they less friendly to everybody?

T=ok so for him he he think that depend on the hospital or health centre, because sometime ifthe client like the client is severe, severely, so they gonna treat that client first

I=mhmm

T=so for him [stutter] he doesn’t think that due to like poor people or rich people or disabled people it gonna uh which one it gonna have the priority to get the treatment, he said uh for him he doesn’t think that, he said that is depend on uh depend on the severity of the patient

I=ok ok, so it’s more the fact that the staff at the rehab places [stutter] treat people nicer so it just looks different

T=mmm no, it means that because he just only mention and asking about the health centre, the staff at the health centre

I=yeah, yeah

T=he said that for health, staff at the health centre, is depend on the places that when they treating the client, that the client is like, [stutter] is not depend on the client that rich or disabled

I=ok it just depend on the actual place what staff work that

T=yeah what staff work there

T=barrier to P&O services, cost of getting the device

T=ok so he said that is also…

T=he said that this one also one of the barrier because most of the uh client they’re unable to pay, especially for some client that is jobless

I=mhmm

T=or they are unable to to afford for their family so because of one device, going to pay more than $200 or $300, but it’s too expensive for them especially if also going to pay for their travelling, right?

I=mhmm yeah

T=so include travelling and then the the cost of the services, going to be too much for them

I=yeah

T=so is the main barrier

I=ok main

T=barrier to P&O services, home or work is far from the exceed clinic

T=so for him, he said it’s not the barrier because of as he’s mentioned before if the uh services provided free of charge so the cost of paying for travelling is not the [stutter] main problem or the main barrier

I=yeah, ok.

T=barrier to P&O services, cost and availability of the the transport

T=this is the biggest barrier, because these two just only the small small barrier but this is the biggest because of we need to pay for the services and either we need to pay for the travel costs so is the big problem

I=ok, and erm what do you think that exceed and other rehab services can do to improve erm access to transport and getting to the service?

T=so for him he said that it can be uh it can be good like example if uh for the services that providing for the client must be free but for the cost of the transportation, he said that some client are able to afford with that, so it’s ok, but the main problem is services must be free

I=ok, so making sure that people who need a device that can’t afford it, can get one through free services

T=yeah yeah

I=ok, erm and what do you think that uh healthcare centres and like hospitals can do to improve access to rehab centres?

T=mmm, for sharing information about where they’re gonna get the services from the rehab centre?

I=yeah, or yeah mainly

T=yeah, he said like must all the health centres and the hospital must be, staff there must be able to share all the information

I=mhmm

T=to the disabled people, especially the disabled people who have never get the services before

I=mhmm, yeah so they should do more, maybe an outreach work?

T=not not only the outreach work, but he means uh the health centre because example even though they they know because of like the hospital in Phnom Penh for our rehab centre always share the information and have the meeting every month and sharing the information at the hospital so they must be able like, they must be able to share that information to the clients

I=yeah ok, and so thinking about your experiences at exceed worldwide is there anything you would do to change or improve the the service?

I=and feel free to be critical [laugh]

T=ok so firstly he he doesn’t think of anything to improve, but I just only example related to his device like example the plastic must be lighter or good quality than this, and the components, like the side bar, must be strong and lighter than this.

I=yeah

T=and he said that, yeah it should be, and then either he also mention a little bit related to the plastic right now, and is when [stutter] is like heated, when because of right now, the heat, is too hot right?

I=mhmm

T=so that plastic is increasing the size

I=ok

T=so it make it like loose for him

I=ok and then does that cause problems on your leg, does it hurt?

T=is no pain, but seem to be less control, because when is loose is less control.

I=ok, erm so I’m just going to ask some questions now about wearing your orthotic device. Erm Have you ever felt like people are discriminating against you because you were a device?

T=ok so when he was young, he also thought of that but now when he’s grown up he said, either though when the other like discriminate, he he doesn’t care much he just only busy with his work

I=yeah, so you feel like because you’re just getting on with your hard work, you just ignore it or people just don’t?

T=it’s from himself that he he doesn’t care anything about the people discriminate or not discriminate

I=yeah, ok. Erm and how does wearing an orthotic device make you feel?

T=so he said that he after he got the device, he feel happy to use with the device and either he’s able to do the thing and can carry the heavy thing

I=ok

T=so he can do the other thing as surrounding him

I=yeah and did you get used to wearing a device quite quickly?

T=so now, right now compared to when he got the first time, he said that he’s faster than before

I=yeah

T=yeah, the way he putting on the device

I=yeah, erm and when you first started wearing did it cause a lot of pain or?

T=yeah so his experiences uh getting the first device, he feel like is heavy and itchy, yeah, because it’s hot right, sweaty, so he feel discomfort for the first time he got, he said that after after that so he feel like day by day he get used to with the device.

I=mhmm yeah. And then now do you have any problems at all when you wear the device?

T=no, no any problems

I=ok, good. Erm so you finish of is there anything else you’d like to add about your experience of disability in Cambodia?

T=ok so right now he’s requested related to the uh [stutter] for the organisation must share more [stutter] information related to the services about organisation. Because when he been to the client home, because he he selling the water, so he go to surrounding, so he also saw a lot of client not using the device.

I=mhmm

T=so that it must be share more information related to service that organisation is free of charge. Because I think now VI also ask the client for a small contribution on the services

I=mhmm

T=that’s why many people don’t have the money, so they are unable to go and get the services and they don’t know where the services that provide free of charge

I=yeah, ok erm and how do you think that could be done? do you think maybe like health centres, or social media or government facilities like schools?

T=ok so he said must be through radio or tv, yeah, share information related to the Cambodia Trust that provide free of charge

I=mhmm

T=and either should be have the have the postcard that stick at the health centre or hospital so they know about the exceed

I=ok so you think there are lots of different things that could be done

T=yeah

I=yeah, ok and then is there anything else you’d like to add about your experience of using exceed or other rehab services?

T=no

I=no ok, that’s ok. Thank you