
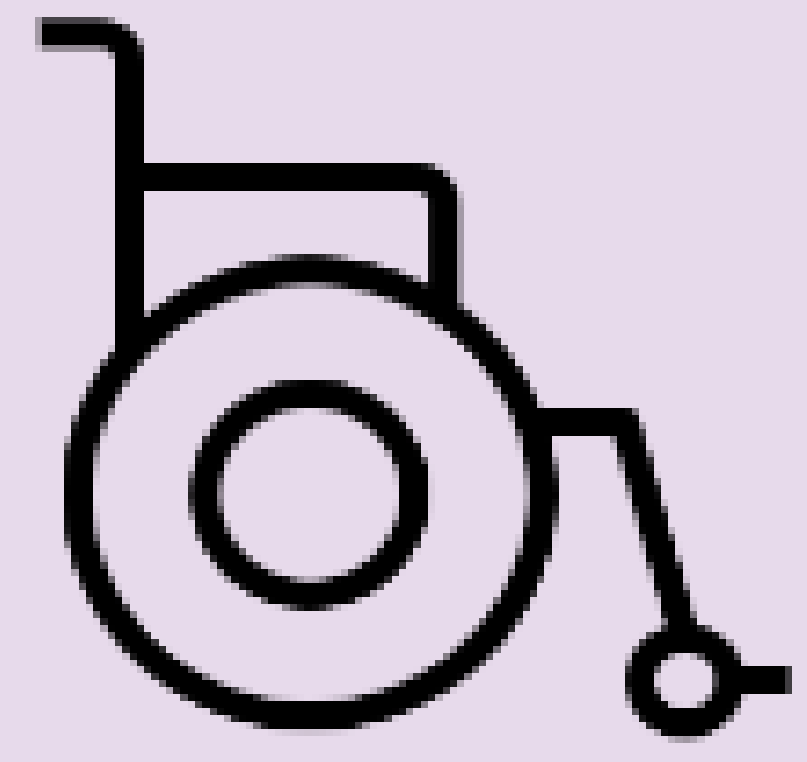


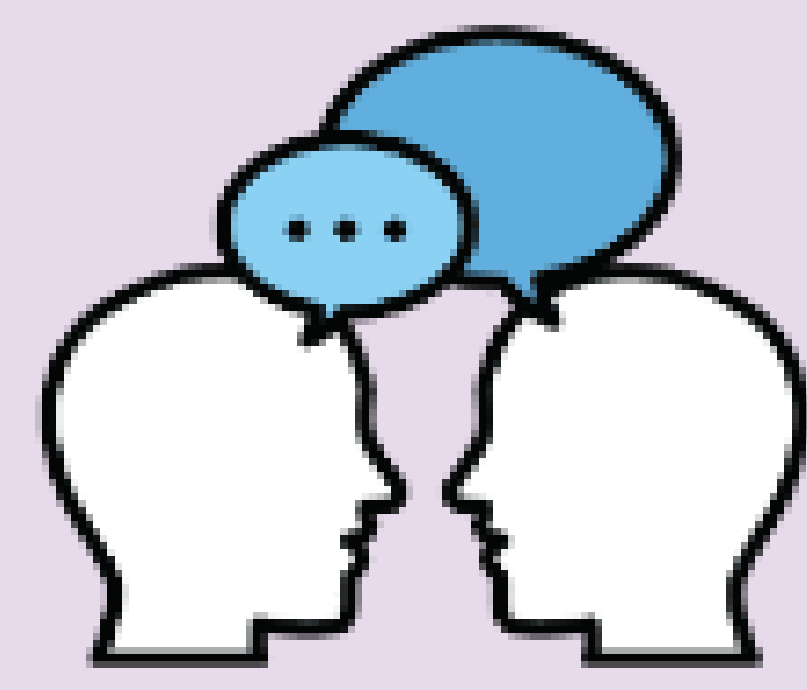
## Introduction




Among the PWD categories, the physical category accounted for the highest percentage at 35.2%.



People with physical disabilities (PWPd) face greater healthcare challenges than the general population.



Physical barriers, transportation limitations, communication challenges, attitudes of both clients and providers and care coordination were the factors affecting the quality of healthcare received by individuals with disabilities



To date, no specific study has been conducted in Malaysia to assess the experiences, barriers, and expectations of people with physical disabilities


## Objectives




To explore the experiences, barriers and expectations of people with physical disabilities (PWPd) and their caregivers in receiving healthcare services.

## Methodology

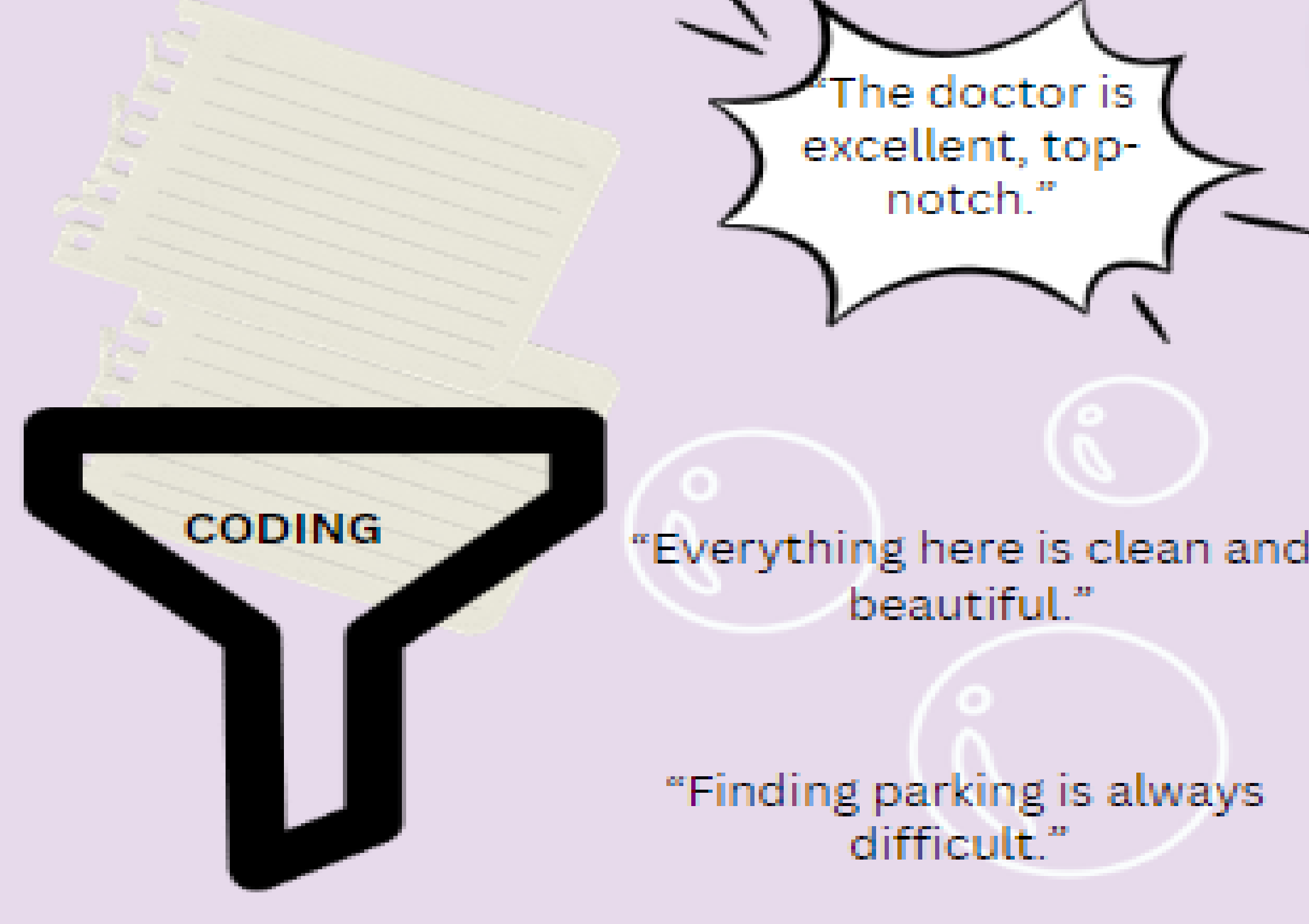
The study was an in-depth, exploratory qualitative study involving 18 participants who have experience receiving healthcare in Sultan Ahmad Shah Medical Center (SASMEC)



The interview was conducted in Bahasa Melayu and lasted between 45 minutes to 1 hour



## Data analysis



**CODING**

"The doctor is excellent, top-notch."

"Everything here is clean and beautiful."

"Finding parking is always difficult."

**THEMES**

"One thing I hope for is that when the doctor tells the story, maybe they can be more transparent.."

"many wheelchairs in the ward are damaged."

## Themes

**Experiences when seeking healthcare services**

- Positive experiences with healthcare workers, staff and students
- Better facilities and good equipment


**Barriers when seeking healthcare services**

- Lack of facilities
- Equipment problems
- Overcrowded


**Expectations towards our healthcare system**

- Improved transparency in doctor-patient communication
- Enhancing hospital promotion efforts


## Discussion




PWPd and their caregivers expressed high satisfaction with the services, primarily due to the approachability and attentiveness of the doctors.




The professionalism and competency demonstrated by the staff in their interactions with PWPd and their caregivers were highly valued.



Spacious hospital areas and cleanliness of the hospital contributes to a comfortable and accommodating environment for PWPd and their caregivers.



Inadequate or insensitive provisions for disabled parking and worsen by deteriorated wheelchair



The emergency button should be at more accessible height

## Conclusion

Positive experiences related to attitudinal aspects of healthcare workers, supporting staff and students may enhance them to continue their treatment in this hospital. However, a few barriers which were mainly related to physical accessibility should be improved in the future. By tackling these issues, we can establish a healthcare system that is accommodating and accessible to all.

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