

VU Research Portal

Empowerment of injured claimants

Elbers, N.A.

2013

document version

Publisher's PDF, also known as Version of record

[Link to publication in VU Research Portal](#)

citation for published version (APA)

Elbers, N. A. (2013). *Empowerment of injured claimants: Investigating claim factors, procedural justice and e-health*. [PhD-Thesis - Research and graduation internal, Vrije Universiteit Amsterdam]. Ipskamp Drukkers.

General rights

Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

- Users may download and print one copy of any publication from the public portal for the purpose of private study or research.
- You may not further distribute the material or use it for any profit-making activity or commercial gain
- You may freely distribute the URL identifying the publication in the public portal

Take down policy

If you believe that this document breaches copyright please contact us providing details, and we will remove access to the work immediately and investigate your claim.

E-mail address:

vuresearchportal.ub@vu.nl

Each year in the Netherlands, 50.000 people claim monetary compensation for injuries, costs and losses arising from an accident. People involved in such compensation processes recover less well than those with similar injuries who do not lodge a claim. However, little is known about the problem.

This PhD thesis shows that involvement in a compensation process is associated with poorer mental health. One factor that may cause the negative effect on recovery is the burden of having to undergo numerous medical assessments. Lawyers should ideally possess good communication skills, be empathic and decisive, act independently from the insurer and show expertise. Insurance companies could improve their communication with claimants, as the latter indicated that insurers act less fairly than lawyers. Claimants with mild or back injuries considered the compensation process to be less fair than those with other injuries. Providing information about definitions, steps, duration and bottlenecks in the compensation process, as well as teaching problem solving techniques could potentially improve claimants' well-being.

Empowerment of injured claimants

Nieke Elbers

Empowerment of injured claimants

Investigating claim factors, procedural justice and e-health



Nieke Elbers