

Changing insurance company claims handling processes improves some outcomes for people injured in road traffic crashes

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BMC public health

2012; 12(1):36

ARTICLE IDENTIFIERS

DOI: 10.1186/1471-2458-12-36

PMID: 22247965

PMCID: PMC3292930

JOURNAL IDENTIFIERS

LCCN: 2001227315

pISSN: not available

eISSN: 1471-2458

OCLC ID: 47666345

CONS ID: not available

US National Library of Medicine ID: 100968562

This article was identified from a query of the SafetyLit database.