

Terms of Service

Last Updated: September 8, 2026

These Terms of Service ("Terms") govern your use of **DrTortland.com** (the "Website"), operated by **Dr. Paul Tortland, DO and New England Stem Cell Institute** ("Dr. Tortland," "we," "us," or "our").

By accessing or using this Website, you agree to these Terms. If you do not agree with these Terms, please do not use the Website.

1. Purpose of This Website

DrTortland.com provides general educational and informational content concerning Dr. Paul Tortland, his professional background and experience, regenerative medicine, orthobiologics, non-surgical orthopedics, sports medicine, musculoskeletal ultrasound, joint preservation, research and publications, and procedures and treatments that may include:

- Platelet-rich plasma (PRP);
- Customized or high-concentration PRP;
- Bone marrow aspirate concentrate (BMAC);
- Microfragmented adipose tissue (MFAT);
- Cellular orthobiologic procedures;
- Prolotherapy and Prolozone;
- Nerve hydrodissection;
- Musculoskeletal ultrasound diagnostics; and
- Other non-surgical orthopedic, sports medicine, and regenerative medicine approaches.

The Website is intended to provide general educational information and to help individuals determine whether they wish to seek professional medical evaluation.

2. Important Medical Disclaimer

Information on this Website is provided for educational purposes and does not constitute medical advice, diagnosis, or treatment, guarantee a particular outcome, or establish a physician-patient relationship.

Treatment suitability and expected results vary by patient and depend upon individual clinical circumstances and the available scientific evidence.

The inclusion of a procedure, treatment, therapy, condition, or diagnostic approach on this Website does not mean that it is appropriate for every patient, effective for every condition, superior to other treatment options, or guaranteed to produce a particular result.

Orthobiologic procedures discussed on this Website are medical procedures performed under the practice of medicine. The FDA regulatory status of a particular product, device, procedure, or use may vary, and FDA approval or clearance should not be inferred unless specifically and accurately stated.

Dr. Tortland reports no financial interest in the products or devices described on the applicable Website page.

Individual results vary. Treatment decisions require an appropriate clinical evaluation, including an in-person examination when indicated.

3. No Physician-Patient Relationship

Use of this Website does not establish a physician-patient relationship between you and Dr. Tortland, New England Stem Cell Institute, or any other person associated with the Website.

A physician-patient relationship is not established merely because you:

- Visit or read the Website;
- View educational materials;
- Watch a video;
- Download information;
- Submit a contact or appointment request;
- Send an email;
- Subscribe to a newsletter;
- Communicate through social media;
- Receive a response to a general inquiry; or
- Use any other Website feature.

A physician-patient relationship is established only through the appropriate clinical process and acceptance as a patient.

4. No Individualized Medical Advice

Information presented on the Website is not intended to provide individualized medical advice.

Do not use information on the Website to:

- Diagnose a medical condition;
- Determine whether a treatment is appropriate for you;
- Change prescribed treatment;
- Discontinue treatment; or
- Delay seeking medical care.

Medical decisions should be made in consultation with an appropriately qualified healthcare professional who has evaluated your individual circumstances.

5. Medical Information, Evidence, and Advertising Standards

DrTortland.com may contain information concerning medical conditions, diagnostic approaches, procedures, treatments, research, clinical experience, professional opinions, and emerging areas of medicine.

We strive to present such information accurately and in an appropriate clinical and scientific context.

Medical Information Is Not a Guarantee

Descriptions of potential benefits, mechanisms of action, treatment approaches, clinical experience, research findings, or patient outcomes are not guarantees of effectiveness or individual results.

A statement that a treatment may, can, or has been reported to produce a particular outcome should not be interpreted as a representation that the outcome will occur in every patient.

Evidence May Vary

The scientific and clinical evidence supporting a particular treatment may vary depending upon:

- The condition being treated;
- Patient population;
- Treatment protocol;
- Preparation method;
- Dose;
- Technique;
- Anatomical location;
- Study design;
- Comparator;
- Duration of follow-up;
- Outcome measures; and
- Other clinical or methodological factors.

Website content may include:

- Established medical information;
- Information supported by published research;
- Information reflecting Dr. Tortland's professional or clinical experience;
- Emerging or developing areas of medicine; and
- Areas in which scientific evidence continues to evolve.

Where appropriate, the Website may identify the nature and limitations of the available evidence.

No Unsupported Medical Claims Are Intended

We do not intend for any Website statement to represent that a treatment is:

- Proven to work for every patient;
- Guaranteed to produce a particular result;
- Appropriate for every patient;
- Appropriate for every condition;
- A substitute for another medically indicated treatment;
- Capable of preventing surgery in every patient;
- Capable of regenerating tissue in every patient;
- A cure for a disease or condition; or
- Approved, cleared, or authorized by the FDA for a particular use unless that regulatory status is specifically and accurately stated.

Research Citations

References to scientific publications, clinical studies, professional organizations, researchers, or other scientific resources are provided for educational purposes.

The existence of a publication or study does not necessarily establish that a treatment is effective for every patient or every condition.

A publication or study also does not necessarily establish:

- FDA approval;
- Clinical consensus;
- Superiority over other treatments;
- Long-term effectiveness;
- Applicability to every patient; or
- A guaranteed clinical outcome.

Relevant limitations may include study design, sample size, patient population, comparator, treatment protocol, duration of follow-up, outcome measures, and other methodological considerations.

Professional Experience

Statements concerning Dr. Tortland's professional experience, clinical practice, research, teaching, publications, presentations, certifications, training, or other professional activities describe his professional background.

Professional experience alone does not establish treatment effectiveness and does not guarantee a particular patient outcome.

Comparative and Superlative Statements

Terms such as:

- "Best";
- "Leading";
- "First";
- "Most experienced";
- "Top";
- "Premier";
- "Expert";
- "Specialist";
- "Authority";
- "Advanced"; or
- Similar comparative or superlative language

should be understood only in the context in which they are presented and should be used only where there is a reasonable factual basis for the statement.

Where a statement involves a historical distinction, credential, certification, professional ranking, clinical milestone, publication record, research achievement, or other objectively verifiable claim, we seek to maintain a reasonable factual basis for that statement.

No statement on this Website is intended to falsely represent sponsorship, endorsement, approval, certification, affiliation, or professional status.

Treatment Alternatives

Discussion of a particular treatment does not imply that it is superior to all other treatment options.

Depending upon an individual's circumstances, appropriate alternatives may include:

- Observation;
- Activity modification;
- Physical therapy;
- Rehabilitation;
- Medication;
- Conventional injections;
- Surgery;
- Referral to another specialist; or
- Other medical treatment.

No Disclaimer Makes an Inaccurate Claim Lawful

No disclaimer contained in these Terms or elsewhere on the Website is intended to make an otherwise inaccurate, deceptive, unsupported, or misleading healthcare advertising claim lawful.

Disclaimers are not intended to substitute for appropriate substantiation of medical, scientific, professional, comparative, or advertising claims.

We may modify, clarify, or correct Website content when information changes, scientific evidence evolves, regulatory information changes, or an error is identified.

6. Orthobiologic and Regenerative Medicine Information

Regenerative medicine and orthobiologic treatments encompass a range of procedures, technologies, protocols, and areas of scientific investigation.

Evidence may differ substantially between procedures and indications.

The fact that a procedure is discussed on this Website does not mean that it has been established to produce tissue regeneration, cartilage restoration, pain elimination, improved function, avoidance of surgery, or any other particular outcome in every patient.

PRP

PRP preparations and protocols can differ substantially.

Relevant variables may include:

- Platelet concentration;
- Leukocyte concentration;
- Red blood cell content;
- Preparation method;
- Processing system;
- Activation method;
- Injection volume;
- Anatomical location;
- Treatment technique;
- Number of treatments; and
- Timing between treatments.

Descriptions of Dr. Tortland's PRP approach are intended to explain his clinical methodology and do not constitute a guarantee of a particular concentration, biological effect, clinical response, or patient outcome.

BMAC and MFAT

Information concerning bone marrow aspirate concentrate, microfragmented adipose tissue, and other cellular or orthobiologic procedures is provided for educational purposes.

Discussion of these procedures does not constitute a guarantee of:

- Tissue regeneration;

- Cartilage restoration;
- Pain relief;
- Improved function;
- Avoidance of surgery; or
- Any other particular result.

Prolotherapy, Prolozone, and Nerve Hydrodissection

Information concerning prolotherapy, Prolozone, nerve hydrodissection, and related procedures is provided for educational purposes.

The inclusion of any such procedure on the Website does not mean that it is appropriate for every patient, established for every condition, superior to other treatments, or guaranteed to produce a particular result.

7. Emerging or Developing Treatments

Some procedures or applications discussed on the Website may represent emerging or developing areas of medical practice.

The inclusion of information about an emerging treatment does not mean that the treatment has been established as effective for every indication or patient population.

Where applicable, patients should discuss the current evidence, risks, benefits, alternatives, regulatory status, and uncertainties with a qualified healthcare professional.

8. FDA and Regulatory Information

FDA approval, clearance, authorization, or regulatory status should not be inferred from the inclusion of a product, device, procedure, or treatment on this Website.

The regulatory status of products, devices, biologic materials, procedures, and particular uses may differ.

Where FDA status is specifically discussed, we intend for the statement to reflect the applicable regulatory status accurately as of the time the content was prepared.

9. Individual Results Vary

Medical treatments do not produce identical results in every individual.

Outcomes may depend upon:

- Diagnosis;
- Severity and duration of a condition;
- Anatomy;
- Age;
- Health status;
- Previous treatment;
- Treatment protocol;
- Rehabilitation;
- Adherence; and
- Numerous other factors.

Past patient experiences or outcomes do not establish or guarantee future results.

10. Testimonials and Patient Experiences

If the Website includes testimonials, reviews, patient stories, or descriptions of individual experiences, those experiences belong to the individuals who provided them.

Individual experiences are not guarantees or representations that another patient will experience the same result.

No testimonial should be interpreted as evidence that a particular result is typical for all patients.

11. No Emergency Medical Services

The Website is not intended for medical emergencies.

Do not use Website forms, email, social media, or other online communications for urgent or emergency medical needs.

If you believe you are experiencing a medical emergency, call **911** or seek immediate emergency medical care.

12. Appointment and Consultation Requests

Submitting a request for an appointment or consultation does not guarantee:

- An appointment;
- Availability at a particular time;
- Acceptance as a patient;
- That Dr. Tortland will personally provide care;
- That a particular procedure will be recommended; or
- That any treatment will be considered medically appropriate.

Clinical treatment decisions are made after appropriate evaluation.

13. Clinical Treatment Decisions

Treatment recommendations are individualized.

After evaluation, Dr. Tortland may recommend:

- A treatment discussed on the Website;
- Another treatment;
- Additional diagnostic testing;
- Rehabilitation;
- Referral to another healthcare professional;
- Surgery;
- Observation; or
- No intervention.

Website content should not be interpreted as a recommendation that any particular treatment is appropriate for a particular person.

14. Fees, Pricing, and Insurance

Information concerning fees, costs, payment requirements, financing, insurance, or reimbursement may be provided separately or through the Website.

Such information may change.

The inclusion of a procedure or service on the Website does not mean that the procedure or service is covered by insurance.

Patients should obtain current information concerning fees, insurance coverage, reimbursement, and payment obligations before treatment.

15. Healthcare Advertising and Accuracy

The Website may serve both educational and promotional purposes.

We intend for statements concerning:

- Qualifications;
- Training;
- Credentials;
- Certifications;
- Research;
- Publications;
- Professional experience;
- Affiliations;
- Clinical services; and
- Treatment approaches

to be accurate and appropriately supported.

We do not intend to make false, deceptive, or misleading representations concerning medical services, professional qualifications, affiliations, endorsements, certifications, treatment effectiveness, patient outcomes, or regulatory status.

Nothing in these Terms should be interpreted as limiting any rights or protections available under applicable Connecticut or federal law.

16. Website Content and Accuracy

We make reasonable efforts to provide accurate and current information.

However, medical knowledge, scientific evidence, professional information, regulatory requirements, Website content, availability, and other information may change.

We do not warrant that every statement is complete, current, error-free, or continuously available.

If an error is identified, we may correct or update the information.

17. Intellectual Property

Unless otherwise indicated, Website content—including text, graphics, photographs, logos, videos, design elements, original educational materials, and other content—is owned by or licensed to Dr. Tortland, New England Stem Cell Institute, or the applicable rights holder.

You may access and use Website content for personal, non-commercial informational purposes.

You may not reproduce, distribute, modify, publish, sell, or commercially exploit Website content without appropriate authorization.

Scientific publications and third-party materials remain the property of their respective authors and publishers.

18. Third-Party Websites and Resources

The Website may contain links to third-party websites, scientific publications, professional organizations, social media platforms, medical resources, or other external websites.

These links are provided for convenience or educational purposes.

We do not control third-party websites and are not responsible for their:

- Content;
- Privacy practices;
- Security;
- Availability;
- Accuracy; or
- Policies.

A link to a third-party resource does not necessarily constitute endorsement, sponsorship, approval, or affiliation.

19. User Conduct

You agree not to use the Website to:

- Violate applicable law;
 - Attempt to gain unauthorized access to Website systems;
 - Interfere with Website operation or security;
 - Introduce malicious code or harmful material;
 - Scrape or systematically collect Website information for unauthorized commercial purposes;
 - Impersonate another person or entity; or
 - Submit information that you are not authorized to provide.
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20. Website Security and Availability

We take reasonable measures to maintain Website security and availability.

However, no website, Internet transmission, or electronic storage system can be guaranteed to be completely secure, uninterrupted, or free of errors.

We may modify, suspend, restrict, or discontinue Website features or content at any time.

21. Privacy

Your use of the Website is also governed by our Privacy Policy, which describes information that may be collected and how that information may be used or disclosed.

The Privacy Policy is incorporated into these Terms by reference.

Nothing in these Terms is intended to override the rights or protections described in the Privacy Policy or provided under applicable law.

22. Limitation of Liability

To the fullest extent permitted by applicable law, Dr. Tortland, New England Stem Cell Institute, and their respective officers, employees, contractors, agents, and service providers will not be liable for damages arising from your use of or inability to use the Website or reliance upon general Website information.

This limitation does not waive or limit rights or liabilities that cannot legally be waived or limited under applicable law, including any rights or liabilities relating to professional medical care where such limitation would be prohibited.

23. No Guarantee of Medical Outcome

Nothing on the Website constitutes a guarantee, warranty, promise, or representation that a particular medical treatment will produce a particular outcome.

No Website statement should be interpreted as a promise of:

- Pain elimination;
 - Complete recovery;
 - Tissue regeneration;
 - Cartilage restoration;
 - Avoidance of surgery;
 - Permanent improvement;
 - Specific functional improvement; or
 - Any other guaranteed medical result.
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24. Independent Medical Judgment

Information on this Website should be considered together with appropriate professional medical evaluation.

Patients should discuss potential treatments, alternatives, risks, benefits, uncertainties, contraindications, and expected outcomes with an appropriately qualified healthcare professional.

25. Changes to These Terms

We may update these Terms from time to time.

The "**Last Updated**" date at the top of this page indicates when these Terms were most recently revised.

Your continued use of the Website after changes are posted constitutes acceptance of the updated Terms to the extent permitted by law.

26. Connecticut Law

These Terms are governed by the laws of the State of Connecticut, without regard to conflict-of-law principles, except to the extent federal law applies or Connecticut law requires otherwise.

Nothing in these Terms is intended to waive rights that cannot legally be waived.

27. Severability

If any provision of these Terms is determined to be unlawful, invalid, or unenforceable, the remaining provisions will remain in effect to the extent permitted by law.

28. Entire Agreement

These Terms, together with the Privacy Policy and any other policies expressly incorporated into them, constitute the terms governing your use of the Website.

They do not create a physician-patient relationship or alter any separately executed agreement governing professional medical services.

29. Contact

Questions concerning these Terms may be submitted through the contact information provided on DrTortland.com.

Please do not submit confidential medical information through a general Website contact form unless specifically instructed to do so through an appropriate secure communication method.

Important Medical Notice

The information on DrTortland.com is provided for educational purposes and does not constitute medical advice, diagnosis, or treatment. Website content does not establish a physician-patient relationship or guarantee a particular outcome. The inclusion of PRP, BMAC, MFAT, prolotherapy, Prolozone, nerve hydrodissection, musculoskeletal ultrasound, or another procedure does not mean that the treatment is appropriate or effective for every patient or condition, superior to other treatment options, or guaranteed to produce a particular result. Individual results vary. FDA regulatory status should not be inferred unless specifically stated. Treatment decisions require appropriate clinical evaluation. If you have a medical emergency, call 911.