

05 September 2024

Re: Why ClearSK Dr. Shiau Cannot, in Good Conscience, Follow Merz's Latest Ultherapy Protocols

We wish to address a misleading statement by Merz, the distributor of Ultherapy, a device currently NOT registered as a medical device with Singapore's HSA.

ClearSK has always followed protocols that are safe, appropriate and effective for our patients. In fact, our Ultherapy practice has been consistent with the Ultherapy Instructions for Use (IFU) published in 2021 and the protocol modes programmed into our original Ultherapy devices.

However, we have chosen not to blindly follow their latest protocols, as in our professional judgement, doing so could lead to the following issues for our patients:

1. The new protocols do not take into account the **much smaller Asian faces** and bone structures (compared to Caucasians)
2. **It may not suit patients on combination therapy**, as Ultherapy's one-size-fits-all protocols assume mono-therapy. This could result in over-treatment, higher risks, and unnecessary costs for those opting for combination treatments.
3. The latest high-intensity protocols may result in over treatment and lead **to over-reduction of facial fats** for patients with slim and smaller facial structure: most Asian women have this facial type.

As Ultherapy is not registered as a Medical Device by HSA, MOH has authorised qualified doctors to perform HIFU treatment such as Ultherapy according to their clinical judgement and preferences of the patients.

ClearSK doctors are MOH-certified (COC) and experienced in customising Ultherapy protocols for combination cases, having collectively performed over 7,000 Ultherapy HIFU sessions since 2012. Our Medical Director, Dr. Shiau, has been featured as a Doctor Advisor on Ultherapy in media outlets like [Body and Soul](#) and [Her World](#).

While it may be easier and more financially beneficial to follow Merz's latest Ultherapy protocols, we cannot do so in good conscience, as patient safety and care are our top priorities. We appreciate your trust in ClearSK and remain committed to adhering to protocols that prioritize the safety and well-being of our patients.

Thank you,

ClearSK