

**Statement from a Eucalyptus spokesperson:**

Pilot and Juniper provide access to important medical services for hundreds of thousands of Australians. As the COVID-19 pandemic demonstrated, e-health and technology play a vital role in ensuring access to quality medical services, helping to broaden and increase the level of healthcare available to the community.

Pilot and Juniper services are not simply access to prescriptions. Specialist GPs provide extensive assessments, including informed consent conversations around appropriate, individualised treatment plans, before any prescription is provided. At each patient touch point, including followups, we have defined safety thresholds which we monitor daily.

Treatment plans prescribed by doctors include lifestyle coaching with advice on nutrition, physical activity and sleep from dieticians and health coaches. This is specifically stated on our website, along with the fact that medication alone is not just a quick fix. [<https://pilot.com.au/weight-loss>]. This level of support is different to and more frequent than a single visit to a GP.

Juniper and Pilot have robust and thorough prescribing protocols, with almost 40% of patients deemed unsuitable for its programs and encouraged to see their GP instead. Eucalyptus has successfully delivered 700,000 safe consults and is the only telehealth company to be awarded EQuIP6 accreditation by the Australian Council on Healthcare Standards (ACHS). Consults include detailed assessment of patient history through an 80+ question form, a text-based conversation with a doctor and, where prescription medication is indicated, review by a pharmacist.

Obesity is an epidemic that costs lives. The Australian Institute of Health and Welfare has estimated 2 in 3 Australians over 18 are overweight or obese. It also causes significant mental health and emotional problems.

Dr Bishay is a renowned and respected endocrinologist. His role as a medical adviser to Pilot clearly features on our website [e.g. here <https://pilot.com.au/weight-loss/medication>].

Dale Thomas is a Pilot patient that has seen successful results through our treatment program. He is also a Pilot ambassador. Both Dr Bishay and Dale Thomas feature in specific, branded advertisements for Pilot - such as the video available here [<https://youtube.com/shorts/157WmCuGQZE?feature=share>].

The connection between Dr Bishay, Dale Thomas and Pilot is transparent and well documented.

Questions regarding what Channel 7 includes in its stories is a matter for them. No payment or commercial agreement was entered into with Channel 7 regarding this story, which is about a legitimate matter of public interest.

As per TGA guidelines we do not talk about the name of the medication. We can confirm that we prescribe a GLP-1 class medication developed and approved for weight management in Australia. We do not prescribe Ozempic in Australia. We note both stories on Sunrise and Today misrepresented this information on Wednesday morning.