

Tips for Navigating iPledge

The dermatologists and RN's at Kaiser Permanente Santa Rosa want the iPledge system to work for you. To make your course on isotretinoin smooth, please read and follow the tips below.

- 1) Fill out a "first office visit" form. We register you online in the iPledge program using this information.
- 2) We will give you an ID card. Please bring the card with you when you pick up your prescriptions. The pharmacist is not allowed to dispense your medication without it.
- 3) iPledge requires that females of child bearing potential are placed on a 30-day hold after they are registered online. Before a female can be registered she must have a negative pregnancy test result. There are no exceptions. After we register you in the program you are required to wait 30 days then go to the lab for a second pregnancy test. After you do the second pregnancy test, please call Dermatology Department Isotretinoin Phone at 707-570-3440.
- 4) Females are required to be on two forms of birth control while they are on isotretinoin. Females must tell the Dermatology RNs which forms of birth control they will be using. The RNs and the patient will both be required to notify iPledge of the types of birth control being used
- 5) Each month females are required to get lab work. After going to the lab call the Dermatology Department Isotretinoin Phone at 707-570-3440. After each pregnancy test iPledge requires the patient to demonstrate that she knows which two forms of birth control she is using. Once the patient has demonstrated her comprehension on the phone/online her prescription can be dispensed. Males and females not of child bearing potential do not have to call/online iPledge each month.
- 6) For males and females the Dermatology RNs are required to confirm your counseling online each month. Once we confirm your counseling you must pick up your prescription in six days or Ipledge will place you on a 30 day hold and no prescriptions can be given until 30 days elapse.
- 7) Ipledge issues you an ID card in your Ipledge binder. If you loose this card please call the Help Desk @ 1-866-495-0654
- 8) If you are a female you will be sent a password for iPledge that allows you to go online to do your counseling each month. If you lose your password, call the Help Desk at Ipledge. We at Kaiser Permanente cannot give you a password.
- 9) iPledge will only allow us to give one prescription every 30 days. The program will make no exceptions no matter what your situation. (Examples: If you lose your medicine we cannot get you another prescription until 30 days elapses. If you are going on vacation and need to get your prescription early, we cannot do this for you.)
- 10) We are unable to follow college students who are out of the area because of the lab certification required by iPledge. Patients have to be in the area to do lab work, office visits, and be near a lab which is a certified Clia Laboratory. All Kaiser Permanente Labs are Clia certified. Patients are out of our area will need to contact a Kaiser Permanente in their area if they wish to be on isotretinoin.
- 11) If you do not contact us each month your medication will not be given to you. You are expected to have a monthly follow-up with the RN or MD.
- 12) For answers to questions not listed here, check your written iPledge materials. If you still can't find the answer, contact the Dermatology Department Isotretinoin Phone at 707-570-3440.