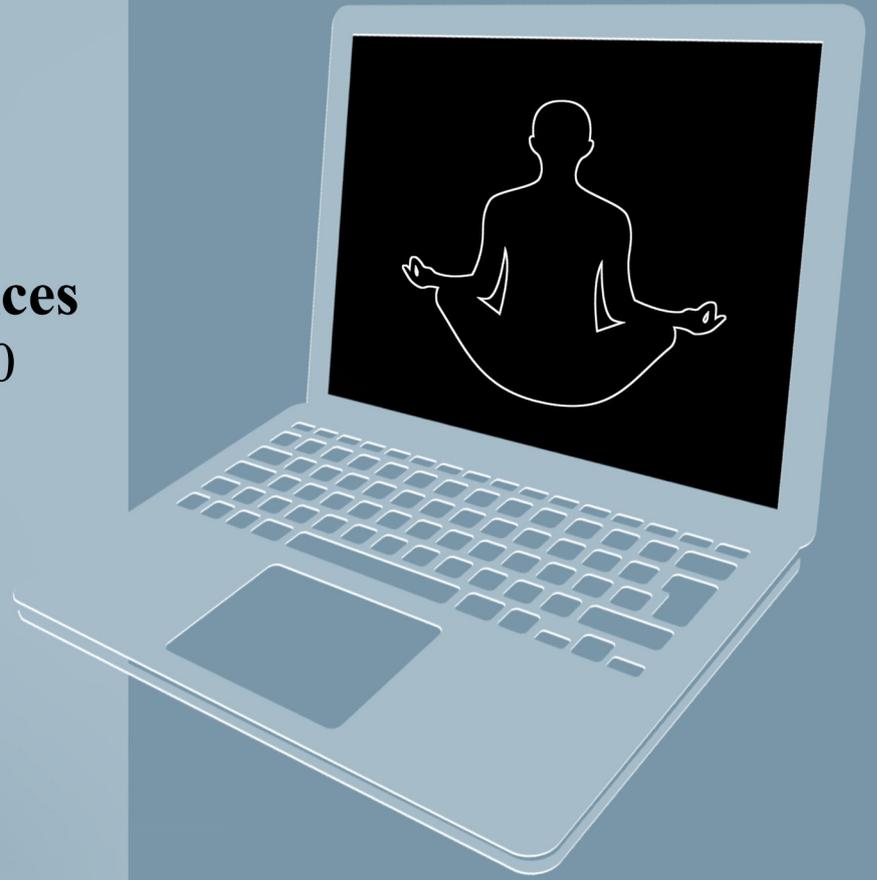


# Advisory

## on Tele-Yoga Services

Version 1.0, July 2020



सत्यमेव जयते

Ministry of AYUSH



**Central Council for Research in  
Yoga & Naturopathy (CCRYN)**

New Delhi

(An Autonomous Body  
under the Ministry of AYUSH,  
Government of India)



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## **Version 1.0, July 2020**



**Central Council for Research in Yoga & Naturopathy  
(CCRYN), New Delhi**

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# Chapter 1

## Essential Framework

### Introduction

Tele Communication Technologies (TCTs) can serve as an important tool for healthcare services when distance is a critical factor for the health seeker and the healthcare provider. Tele-Yoga Services refers to the delivery of Yoga practices which include Yoga postures (*asana*), breathing practices (*pranayama*), meditation, relaxation techniques and counselling through virtual video platforms for therapeutic purpose. It will help to deliver Yoga practices from traditional healthcare Yoga centres/ studios/ therapy centres/ hospitals into homes, both nationally and globally.

### Context of the “Advisory on Tele-Yoga Services”

This advisory is being issued with the purpose of highlighting the potential of digital and tele-channels and of encouraging their adoption to take the rewards of Yoga services to a larger audience, with a view specially to overcome geographical barriers. The advisory does not constitute a set of instructions or official benchmarks.

### Need of Tele-Yoga Services

The current time of COVID-19 represents a critical threat to the health, safety, security, and well-being of any community or a large group of people across the globe. In such emergencies, where social distance is of utmost importance, Tele-Yoga enables services for carrying out technology-based live interactions with healthy individuals and patients and provides yoga services *via* video conferencing. The preventive role of yoga against viruses or other pathogens-mediated infections has been demonstrated in some studies. Yoga is useful to optimize impaired immune functions in stressful situations associated with COVID-19 pandemic or any other health emergencies. Tele-Yoga initiatives are beneficial for spreading yoga to a larger number of individuals in the society and can also increase the adherence to the yoga programme/therapy in research and clinical practice. Further, the Central Government has also initiated the *Digital India Program* to transform the country into a digitally empowered society by providing broadband and phone connectivity to about 2.5 lakh remote areas in the country with digital infrastructure. Tele-Yoga services can utilize Digital India platform as a tool in making yoga services accessible to the community at large. It would be cost-effective, fast and accessible, and overcome geographical barriers. It would enable people from rural and underserved communities also to access yoga services conveniently for general consultation and yoga therapy sessions.

## Usefulness of Tele-Yoga Services Advisory

Tele-Yoga Services advisory are designed to serve as an aid to the emergent needs of access and continuity of yoga therapy services during this period of crisis due to COVID-19 pandemic and these advisory will be useful even after the current pandemic. The Tele-Yoga advisory will give insight for gathering and organizing relevant information about the client or patients using online methods. Eligible Yoga Professionals can effectively educate the patient and her/ his family with real-time video consultation and yoga practice sessions. Further, it also helps for appropriate yoga session planning, monitoring of various yoga practice sessions and therapies, and assessing their effectiveness. A qualified yoga professional can monitor the real-time practice of yoga individually and guide them correct training. The recorded audio and videos will also be useful for patients to practice in their free time as well (after a minimum of 10 online supervised sessions of yoga).

Yoga therapists can effectively educate the patient and their family with real-time video consultation and Yoga therapy sessions. Further, it also helps for appropriate session planning, monitoring and assessment of effectiveness of Yoga therapy. A qualified Yoga therapist can monitor the real-time practice of Yoga individually and guide them with the appropriate training. Also, the recorded audio and videos will also be made available for patients to practice during their free time (after a minimum of 7 online supervised sessions of Yoga therapy).

Current Tele-Yoga therapy advisory is prepared after reviewing national and international guidelines for Telemedicine, Tele-psychology, and Tele-Psychiatric Social Work and is not just restricted to the current COVID-19 situation. These Tele-Yoga therapy guidelines aim at assisting Yoga therapists and Instructors for imparting Yoga through digital mode to promote competent and ethical delivery of Yoga services to the patient population.

While applying the advisories for Tele-Yoga services, the ethical and legal issues are similar to that of in-person Yoga services. Other issues pertaining to confidentiality, dignity and privacy also needs to be considered. It is imperative that Tele-Yoga services be implemented equitably, to the highest ethical standard, to maintain the dignity of all individuals and ensure that it is not marginalised based on education, language, geographical location, physical or mental ability, age and sex. It is strongly recommended that Yoga therapists/instructors should familiarize themselves with different, relevant Acts and Legislations in India.

## Types of Tele Yoga Services

Tele-Yoga Services can be broadly categorized into three modes of deliveries:

- **Tele-Yoga practice:** It refers to the delivery of yoga practices for individuals/in groups which include yoga postures (asana), breathing practices (pranayama), meditation, relaxation techniques and counselling through virtual video platform/s for the well-being of healthy individuals. This includes general yoga classes for wellness promotion.
- **Tele-Yoga training:** It refers to the delivery of yoga training for students who have opted to complete specific courses through online mode. These courses can be degree, diploma

or certificate courses. This also applies to online workshops, conferences and seminars too where enhancement of knowledge and skills is targeted. Such distance learning courses need to be bridged with contact programs as per distance education norms of UGC.

- **Tele-Yoga therapy:** It refers to the delivery of yoga practices for individuals/in groups which include yoga postures (asana), breathing practices (pranayama), meditation, relaxation techniques and counseling through virtual video platform/s with targeted therapeutic benefits for patients with health disorders. This generally involves therapeutic yoga classes.

All methods of imparting yoga will include feasible, safe, and comfortable yoga practices that should not carry any potential risk to the receiver/seeker. All suggested modes of Tele-Yoga deliveries will utilize TCTs, including audio, video, and emails for fixing appointments, follow-up, sending content etc, though **actual imparting of the yoga sessions would be allowed only through a video mode.**

## Eligibility of Yoga Professionals

The following eligibility criteria are advised to deliver Tele-Yoga practice, therapy and training through online mode.

### 1. For Delivering Tele-Yoga practice (TYP)

- 1.1. Tele-Yoga practice Instructors (TYPI) - YCB certified Yoga protocol instructors / Yoga wellness instructors with additional certification level courses in Tele-Yoga. As TYPI practice will not involve a patient population, people with basic qualification in yoga would be eligible to teach yoga to healthy people online. This also includes any professional who has completed BA/BSc Yoga from a recognised university with minimum 200 hours of training.

### 2. For Delivering Tele-Yoga Training (TYT) - This includes institutes that impart training.

- 2.1. Yoga schools, Universities and Institutions that intend to offer Online Yoga training programs for Instructors or therapists are advised to get their staff trained in Tele-Yoga guidelines from agencies authorised by the Ministry of AYUSH. These institutions should be YCB certified.

### 3. For delivering Tele-Yoga Therapy-Tele Yoga Therapy includes tele-yoga therapy consultation and Tele-yoga therapy delivery/Instructions

- 3.1. **Tele-Yoga therapists:** Should have a minimum Post Graduate Diploma certification in yoga therapy by Yoga Department of any Universities attached to hospitals and/or recognised Yoga Associations in India or abroad. Tele-Yoga therapists shall include those who either have graduate level degree in Yoga therapy (BSc or BA Yoga Therapy)

or graduation in any discipline followed by either post-graduate diploma in yoga therapy or any post graduate degree (MA or MSc or MD or PhD) in Yoga therapy. Tele-Yoga therapists will be involved in delivering the tele yoga therapy instructions on advice of Tele Yoga Therapy Consultants. For offering Tele-Yoga services they should have completed an additional certification level course in Tele-Yoga. Tele-Yoga therapists shall be responsible for conducting the yoga therapy sessions for the patients under the supervision and guidance of a Tele-Yoga therapy consultant.

- 3.2. **Tele-Yoga therapy consultants for prescribing Yoga therapy:** These include eligible yoga therapists who are registered medical practitioners with yoga therapy certification from Yoga Department of any Universities and/or registered Yoga Associations in India or abroad (Should be registered medical professionals in their respective state medical boards or with central registration). TYTC shall include BNYS or any medical graduate (MBBS/BAMS/BHMS/BUMS/BSMS/BDS) with a minimum post-graduate diploma in Yoga therapy or any post graduate degree (MA or MSc or PhD) in Yoga therapy. For offering Tele-Yoga services they should have completed an additional certification level course in Tele-Yoga. Tele-Yoga therapy consultants shall be eligible for performing the first clinical consultation of the patient. These professionals should follow recommended clinical guidelines and advise on the yoga therapy program to be imparted to the patient. They shall also refer the patient to other medical professionals and monitor the clinical progress as needed.

## Recipients of Tele-Yoga Services

The following groups may be offered Tele-Yoga services after assessment of need, suitability, and consideration of alternate options of in-person yoga session/therapy.

Group A: Tele-Yoga practice for healthy people

Group B: Tele-Yoga Training for healthy people

Group C: Tele-Yoga therapy for patient population

Further, a decision regarding Tele-Yoga for an individual or in a group is to be made on the basis of need and preference made by the client.

### Group A: Tele Yoga practice for healthy individuals (TYP)

- (i) Pre-registered clients, who have been participating in yoga sessions already and for whom brief evaluation regarding fitness has been completed earlier.
- (ii) Any client/s opting for yoga session for well-being who provides self-declared fitness for participation in yoga and whom yoga trainer finds physically & psychologically fit for participating in Tele-Yoga session optimum for that particular age group.

### **Group B: Tele Yoga Training for healthy individuals (TYP)**

For the large number of students who take up online Yoga courses for becoming Yoga Professionals

### **Group C: Tele Yoga therapy for patient population (TYT)**

Tele-Yoga therapy services will be offered after assessment of need, suitability and consideration of alternative options, such as in-person Yoga therapy to the patient population (any person undergoing a health condition, disease or disorder) who have been advised to go for Yoga therapy by their consultants. Further, a decision about the medium of Tele-Yoga therapy (individual or group) should be made on the basis of need and preference made by the patients themselves.

Such patients may be:

- (i) **Pre-registered patients:** For whom detailed evaluation has been completed earlier by a clinician or a Tele-Yoga Therapy Consultant (TYTC) professional and a provisional diagnosis has already been arrived at. A patient who has completed a minimum of 7 individual sessions with a Yoga therapist in a particular Yoga institute/organization will be considered as pre-registered patients.
- (ii) **New patients:** Who have accessed helpline (e.g. those set up during the COVID-19 pandemic) and have requested Tele-Yoga therapy sessions for medical or psychiatric problems and want more intensive/long-term Yoga services. Patients who are referred for Yoga by health professional colleagues/ organizations/ others or those who seek Yoga services directly. A patient who is approaching a Yoga institute/organization for therapy for the first time will be considered as a new patient, irrespective of his/her Yoga experience in the past.

### **Ethics, Values & Credibility**

Yoga professionals shall follow all professional clinical standards, protocols, policies, and procedures while offering Tele-Yoga therapy/Tele-Yoga session/s, which will be similar to traditional in-person yoga session/s. Yoga professionals shall abide by all laws and ethics, which will be identical to traditional in-person yoga session/s.

Yoga professionals who administer Tele-Yoga services need to be knowledgeable and keep themselves updated in terms of technology and related confidentiality/safety issues. This is particularly relevant since technology is constantly evolving and changing.

Knowledge and skills could be developed through review of available literature, professional resources, and consultation with colleagues, and through training courses.

Yoga professionals should use technology platforms that are licensed or certified to provide services. **All yoga professionals intending to provide online sessions need to complete a mandatory online certification level course which will be announced in due course.** This course, curriculum, and certification will be notified by the Central Council for Research in Yoga and Naturopathy, an Autonomous Body under the Ministry of AYUSH, Govt of India

## Confidentiality Issues

Yoga therapists/ instructors need to try and ensure data privacy, security and confidentiality, inform clients about the limits to confidentiality and address the risks to confidentiality specific to the use of technology in service delivery. Any recording of instructions/yoga practice by the client is not to be shared with others without any prior permission of the Yoga Consultants. No dissemination of any data either from the side of the yoga therapist/instructor or client/patient is permissible.

**Data sharing:** During the informed consent process, both client and therapist/ trainer discuss and state that neither party would record or share the session content with others via email, social messaging applications, social networking sites etc. Where possible, the yoga therapist/ trainer is recommended to use the ‘disable recording’ feature on the tele-platform. Any exceptions to this needs to be discussed and documented explicitly. In case, it is desirable to have a recording of the session for repeated use by the client, a mutual consent of therapist/ trainer and client must be mandatory. Such recordings will be given to the client and will be destroyed by the provider after completion of the course.

**Data security:** The provision of Tele-Yoga services requires selection of modalities/ service providers that have adequate security systems against data breaches. The use of a password protected secure internet connection is recommended as there may be security concerns with the use of a public Wi-Fi. The client must be informed of the possibility of unintended breaches of security in technology breaches despite these safeguards, for which neither the client nor the therapist/ trainer may be held responsible.

**Data storage:** Adequate virus protection software and password protected access to electronic files and devices can mitigate threats to data integrity. Session details may be recorded in a standard format and safely stored in a secure physical location or online with adequate procedures for password protection and data destruction. A sound policy for destruction of digital data or media sanitization needs to be made. (Policy document for the same needs to be prepared).

**Limits to Confidentiality:** As in face-to-face sessions, concerns regarding the risk of harm to the client or others constitute the limits to confidentiality and these need to be discussed with the client.

**Therapist/ Instructor online presence:** Yoga therapists/ Instructors who are on social networking sites need to be aware about privacy settings of these platforms, the information that is accessible in public searches, and the potential impact on the client-therapist/ trainer relationship.

Additionally, clients should not be added to any virtual support group or any other online group/ forums by the therapist/ instructor, without discussion and explicit consent being obtained.

## Legal Framework

Till now in India, there is no legislation on the practice of yoga interventions using technology tools such as video, phone, internet-based platforms. The existing Information Technology Act, 2000 and Information Technology Rules, 2011 (Reasonable Security Practices and Procedures

and Sensitive Personal Data or Information) primarily govern the practice of health services or information technology. Privacy, security and confidentiality of the client needs to be maintained at all costs. Only recently, 'Tele-Medicine Guidelines' released by the Medical Council of India in March 2020, 'Tele-Psychotherapy services' released by the Department of Clinical Psychology NIMHANS Bengaluru in April 2020, and 'Tele-psychiatric social work practice guidelines' by the Department of Psychiatric Social Work, NIMHANS, Bengaluru in May 2020 have helped fill gaps for using technology in providing health services.

It is recommended that yoga professionals familiarise themselves with various Acts and legislations in India which are relevant in the event of use of technology as well which address issues pertaining to in-person yoga intervention. They include, for example, Right to Information (RTI) Act, 2005; Information Technology (IT) Act, 2000; Indian Medical Council (IMC) Act, 1956; Rehabilitation Council of India (RCI) Act, 1992; Mental Healthcare Act, 2017; Protection of Children from Sexual Offences Act (POSCO), 2012; and Rights of Persons with Disabilities Act (RPD) 2016. Yoga professionals will abide by all laws and ethics, which will be identical to traditional in-person yoga interventions.

## Technology Application

The technology applications used for providing yoga practice/therapy should be real-time or exchange of relevant information via the following telecommunication platforms:

- Real-time video (Telemedicine facility, Apps, Video on chat platforms, Skype/Facetime etc.) - To be used for Tele-Yoga intervention/session.
- Recorded video - To be used only after a minimum of 10 in-person or Tele-Yoga sessions. It is preferable to use videos recorded during in-person or Tele-Yoga sessions of the same client.
- Audio (Phone/ VOIP, Apps, etc.) - To be used only for fixing/postponing/cancelling appointments.
- Text-Based: Chat-based applications (specialized telemedicine smartphone apps, websites, other internet-based systems, etc.), general messaging/ text/ chat platforms (WhatsApp, Google Hangouts, Facebook, Messenger, etc.), asynchronous (email/fax, etc.) - To be used only for sharing relevant information e.g. yoga modules/programs, feedback forms etc. after in-person or Tele-Yoga interventions/sessions.

## Documentation

- (i) The reasons for the choice to use Tele-Yoga services for a particular client.
- (ii) Documentation of all tele-sessions should be maintained including details such as date, time, duration, modality of sessions, client and therapist details, and brief session notes in a uniform format. Therapy plan (wherever applicable) based upon an assessment of the

patient's needs should be developed and documented. A sample therapy/ training session recording form and feedback form is enclosed in Appendix 3 and 4.

- (iii) Document all contacts and services provided to clients and inform clients that telecommunications will be included in client records.
- (iv) Details of any crisis or recommendations made for accessing emergency contact/other services.
- (v) Any consultation or referral to another professional or service; e.g. a physician/psychiatrist for evaluation/medication, state administration or agencies in contexts of risk/violence.
- (vi) Reasons for stopping or temporarily discontinuing Tele-Yoga sessions if found to be unhelpful to the client, along with clear recommendations about other options for continued care.
- (vii) Yoga therapists/ Instructors working in hospitals or organisations would need to discuss the process and schedules for documentation in official files/records.
- (ix) Inform clients about the mechanisms used to secure and back up records (such as hard drive, external drive, third-party server), and the length of time records will be stored before being destroyed.
- (x) In the case of audio-visual data from the sessions are stored, patient authorization should indicate that this can be shared for medico-legal issues to the competent authority.
- (xi) It is advisable, not mandatory, to document the feedback form of the participant at regular intervals, a sample for which is provided in Appendix 5.

## **Informed Consent**

Obtaining and documenting informed consent is an essential step before commencing Tele-Yoga services. It is important that the processes of interaction, the potential benefits and risks (e.g. specific confidentiality issues, data security), payment procedures etc., related to Tele-Yoga services must be understood by the client. The relative advantages and potential limitations of Tele-Yoga sessions vis-à-vis in-person yoga sessions also need to be outlined. If Tele-Yoga sessions are being offered as an interim measure to clients (e.g. during the Covid-19 pandemic), this must be explicitly stated and discussed with the client.

- (i) Possible benefits that need to be explained include:
  - Technology would enhance the access to yoga services that are unavailable in person because of various factors ranging from, geographical distance, clients' disabilities, or other logistic reasons.
  - Real-time monitoring of clients' status during the tele session, when appropriate such as observing the clients' conditions at home, family's involvement in the care of the client, etc., and for ease of communication.

- Providing a cost-effective delivery of yoga services
  - Reducing the frequency of clients' travel to obtain yoga services so that direct and indirect costs in health care can be reduced in a vast country like India.
- (ii) Possible risks of providing tele yoga services using technology tools include:
- Technological illiteracy in the rural communities of the country
  - Technology failure and interruption of services
  - Confidentiality breaches
  - Prevention of unauthorized use or unethical purposes
  - High cost of technological devices
  - Cultural competency related issues

Informed consent once obtained should not be applicable for more than 10 sessions within the duration of one month for clients opting for Tele-Yoga therapy. For clients opting for Tele-Yoga practice (non-therapeutic) informed consent should be applicable for the duration of 2 months without any restriction to the number of sessions. Digitally signed informed consent form can be obtained through a portal, app or agreement to a WhatsApp consent form, audio/video consent or google form on any other digital mode before starting a session.

Sample consent forms are provided in Appendix 1, and can be adapted for use by yoga therapists/instructors.

In case of minor clients (below 18 years), informed consent needs to be taken from a parent/guardian and assent from the minor. Both the parental informed consent and the minor assent must be obtained before initiating Tele-Yoga therapy sessions/ Tele-Yoga sessions.

If the yoga therapist/yoga trainer and client are in remote locations, the informed consent form could be sent via email to the clients. They should have the opportunity to seek any clarifications from the therapist/instructor, if needed, before providing consent. Clients may respond via email (via personal mail or parents email in case of minor) that they have read the document, understood it and given consent for this method of service provision.

### **Maintaining of Professional Boundaries**

Yoga trainers should maintain professional boundaries and avoid providing their contact numbers or personal information to clients, avoid posting personal information of the clients in social media. The yoga therapist/instructor should follow all the values and maintain professional boundaries to protect themselves from legal issues.

## **Use of Personal Technology for Providing Services**

It is important to consider the practical implications of using personal devices to provide yoga services using technology especially during a crisis like COVID-19, disasters, etc. In case of the use of personal devices or technology, care should be taken to maintain professional boundaries with the clients/ families and set norms for scheduling calls/sessions. As much as possible, yoga therapists/instructors should use devices and technology provided by the Organisation/Institution/ NGOs to work with clients/families/groups. The costs of the devices and technology used to provide the services should be borne by the employers as a matter of fairness and to maintain ethical boundaries and professionalism. It is advisable to have a dedicated mobile number, social media account, and email account for professional work. It is suggested to avoid sharing personal social media accounts and personal email accounts with the clients because of possible boundary violation issues.

## **Training to provide Yoga Intervention/ Sessions using Technology Tools**

An online programme will be developed by Central Council for Research in Yoga and Naturopathy (CCRYN) in consultation with premier academic institutions associated with Yoga and medicine. All Yoga professionals who wish to provide Tele-Yoga services need to register for and complete a mandatory online course within five years of notification of this course and curriculum. All Yoga professionals who undergo this course will be provided a certification to conduct Tele-Yoga therapy/practiceservice. CCRYN will be the governing body for monitoring all Tele-Yoga therapists/instructors registered and trained by them for avoiding malpractice.

## **Accessing Records by Clients**

Inform clients that they have a right to information about the content of their records in accordance with prevailing ethical and legal standards. An explicit request is required for clients to access their records. The session notes maintained as per the format in Appendix 3.

## **Supervision**

Supervision may be accessed where available and brief documentation of supervision discussions/ discussions with other team members (with date) to be maintained.

## **Payment & Billing**

Payment may be based on the documented session dates and duration.

- (i) Brief follow-up or check-in sessions cannot be billed as yoga therapy/practice sessions.
- (ii) The charges for Tele-Yoga sessions will be the same or less (but not more) as those for in-person sessions of the same duration.

- (iii) Individuals or organizations may make decisions to provide free, subsidized or delayed payment for Tele-Yoga session/s or follow-up session/s as per individual/ organizational norms or during certain situations such as the Covid-19 pandemic.
- (iv) Explicit information about billing and payment methods should be provided to clients.  
(Any minimum charges fixed for consultation/therapy/classes)

## **Exclusions**

- (i) This advisory does not cover hardware, software and/ or data management issues.
- (ii) This advisory / services are not applicable for emergency health services, which should not be provided through Tele-mode.
- (iii) This advisory is only for Tele-Yoga services and excludes other forms of exercises, gym, mindfulness related interventions etc.
- (iv) This advisory does not apply to or cover issues beyond the jurisdiction of India.

## Chapter 2

# Delivery of Tele-Yoga

There are three core elements which need to be considered while offering any Tele-Yoga services:

- Irrespective of the tool of communication used, the core principles of yoga therapy/practice remain the same.
- The professional judgment of a yoga therapist/instructor should be the guiding principle for all tele-sessions.
- The yoga therapist/instructor should exercise their professional judgment to decide whether a Tele-Yoga session is appropriate in a given situation or in-person care is needed in the interest of the client. For example, in-person services may be necessary and appropriate for patients with cognitive impairment or patients with inability to cooperate.
- Tele-Yoga is not a substitute for in-person yoga services. In cases of logistic barriers to attend yoga sessions in-person, Tele-Yoga therapy/practice can be offered.

All yoga therapists/instructors who provide Tele-Yoga to individual/ families/ groups should adhere to the following:

- The yoga therapist/instructor can choose not to proceed with Tele-Yoga at any time.
- At any step, the yoga therapist/instructor may refer or request in-person Tele-Yoga in the interest of the client.
- At any stage, the client has the right to choose to discontinue the Tele-Yoga.

### Assessment of Client Suitability and Initiation of Tele-Yoga Sessions

A careful and thorough assessment of the need and suitability of clients for Tele-Yoga services is essential in view of the scope and limitations of this service modality. They are discussed below:

(i) Intake session (in-person or using technology tool)

**Identity verification:** For all clients, it is mandatory to obtain, verify and maintain documentation of age and identity of the client/s, through government recognized identity documents, during the intake session. If there is difficulty to verify identity, additional documentation may be requested or the client may be called for an in-person evaluation. The verification of client identity is essential at the start of every session, for both new and pre-registered patients.

The Yoga therapist/instructor is also required to provide documentation related to his/her identity. The Yoga therapist/instructor should ensure that there is a mechanism for the client

to verify the credentials, qualification, designation, specialization, working for/affiliated to, and contact details of the Yoga therapist/instructor.

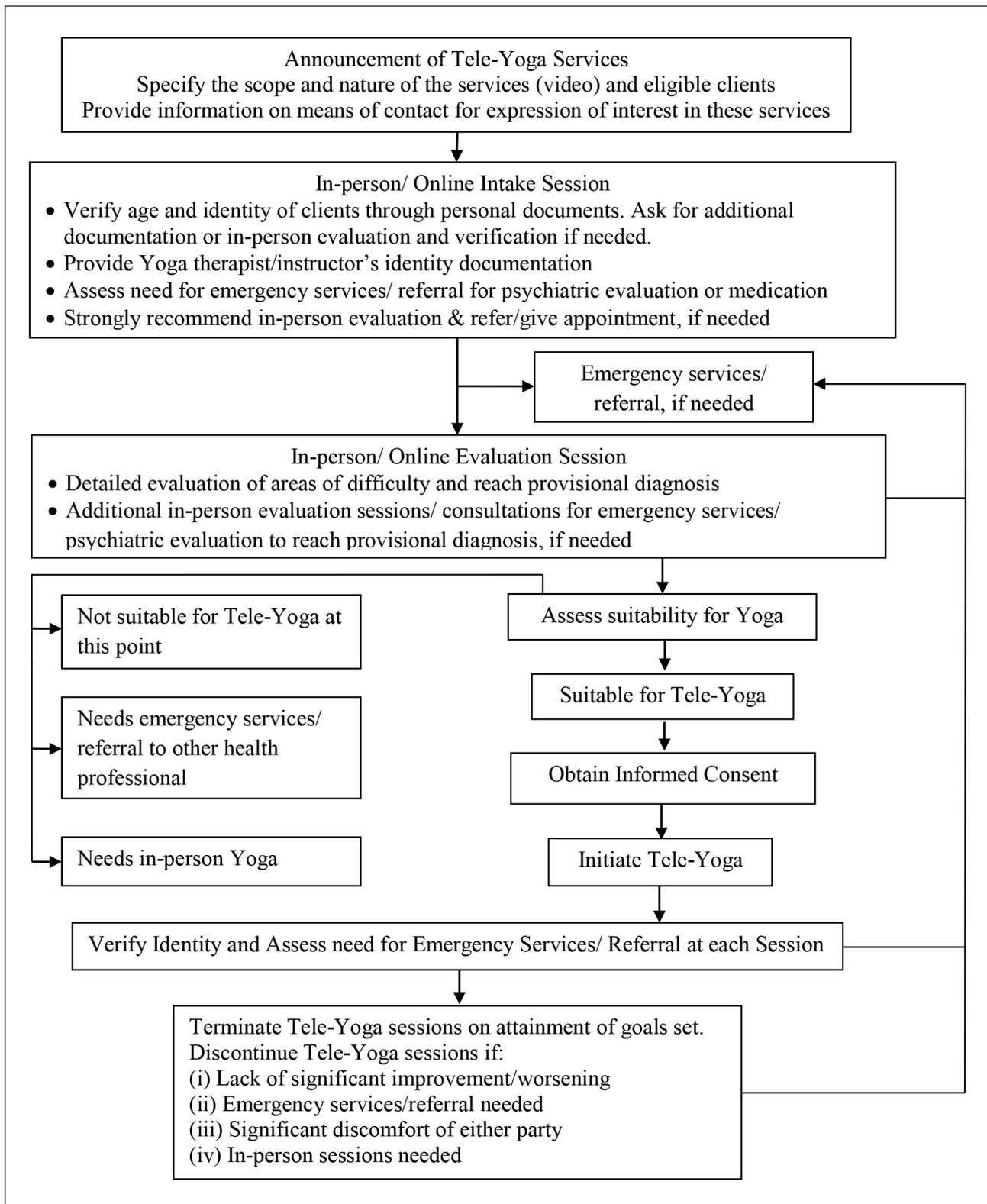
Appointment should be finalized for an in-person evaluation session or online evaluation session or Tele-Yoga session for all clients.

- (ii) **Evaluation** (in-person or using technology tool): For a new client (who is approaching a Yoga institute/ organization for Tele-Yoga session for the first time irrespective of their Yoga experience in the past), an in-person or online detailed evaluation is strongly recommended in order to understand the areas of difficulty (for healthy individuals) and to arrive at provisional diagnosis/diagnoses (for patients). The yoga consultant/ Yoga therapist must reach a provisional diagnosis before further decisions about needed services be taken. Additional in-person evaluation sessions or consultations for evaluation may be required and can be planned. Evaluation of need for emergency services/ referral for medical/ psychiatric condition should be done at intake session and appropriate referrals need to be made. It is important to assess the relative benefits and risks of providing Tele-Yoga services.
- (iii) **Decision about suitability for Tele-Yoga services:** Based on the evaluation of potential clients/patients, the therapist/instructor might decide on suitability of Yoga at that point, choose in-person or Tele-Yoga or decide on appropriate referrals to emergency services or referrals for psychiatric evaluation/ medical management/ other health professionals. A decision regarding individual or group sessions is also to be taken at this time on the basis of needs and preference of client.

The therapist/ instructor should share information about the available Tele-Yoga applications (i.e. real-time video) and the instructor and client could choose between the two options based on available technological support, preference and adjudged suitability for the client. Availability of only two options (in-person Yoga session or Tele-Yoga session) should be explicitly highlighted.

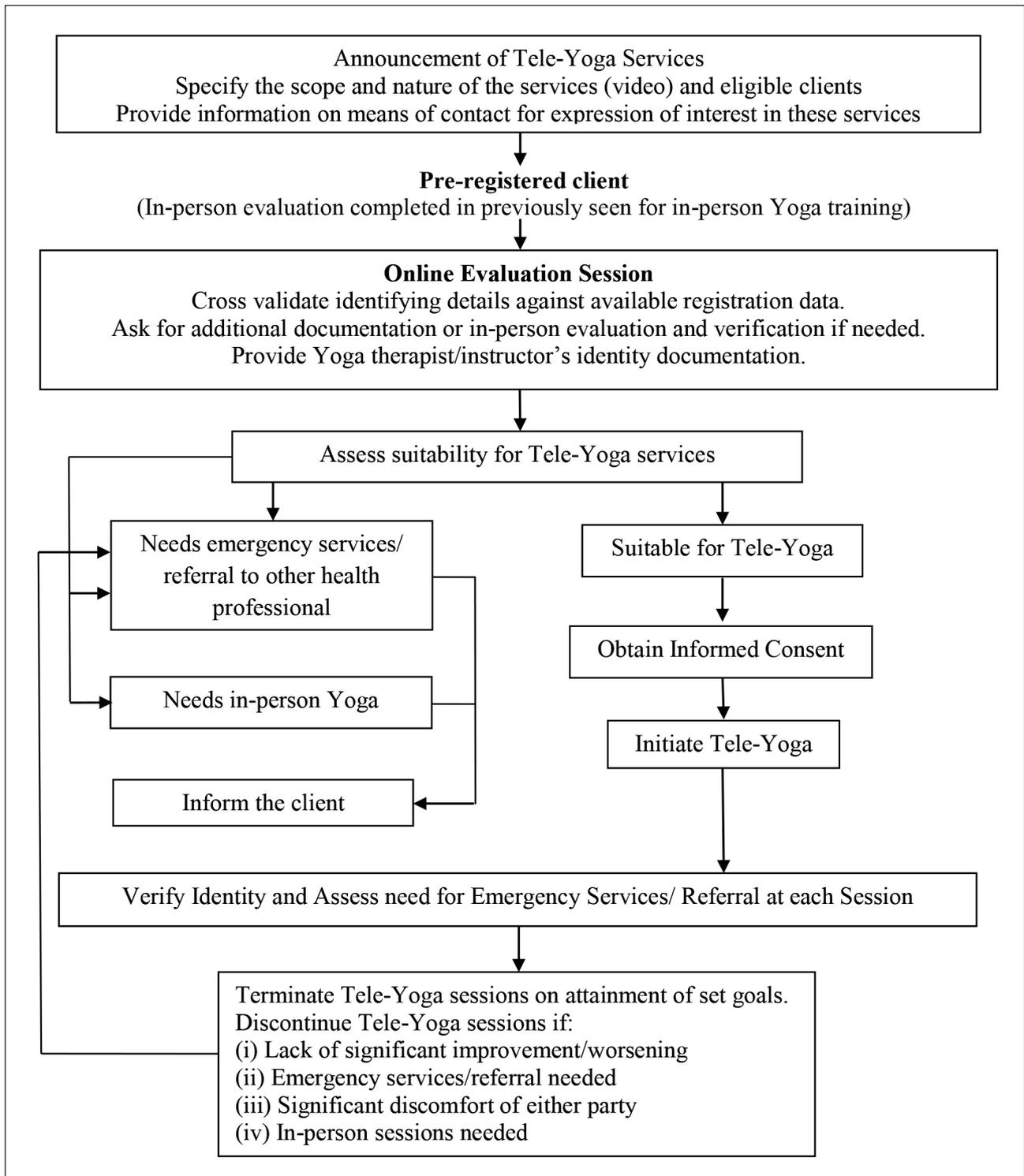
- (iv) **Informed consent:** Informed consent must be obtained after the detailed evaluation and assessment of suitability, before commencing Tele-Yoga services.
- (v) **Assessment at every session:** The Yoga therapist/instructor needs to assess the need for emergency services or any other referral at each session (especially for patient population). Yoga therapists/instructors need to assess the appropriateness of Tele-Yoga for each client throughout the duration of the Yoga services and review the decision if needed. At every stage, the professional discretion of the therapist/instructor regarding the medium of intervention suitable for the client would be taken into consideration.
- (vi) **Termination or discontinuation of sessions:** Tele-Yoga practice or the use of a specific Tele-Yoga therapy medium may be temporarily halted or discontinued by the therapist/instructor for a range of reasons; if significant discomfort is experienced by client and/or therapists/instructor, if these sessions are adjudged to be unhelpful/ potentially detrimental, or if in-person interventions/ more intensive interventions are warranted at any point. The reasons for any change in decision, along with clear recommendations about other options for continued care, must be clearly explained to the client.

**Flowchart 1: New Clients for Tele-Yoga Services**  
(Applicable to clients/ patients new to Yoga or new to a particular school of Yoga)



## Flowchart 2: Pre-registered Clients for Tele-Yoga Services

(Applicable to clients seeking Yoga services again within a month after discontinuation)



## Specific Instructions for Tele-Yoga Group Session

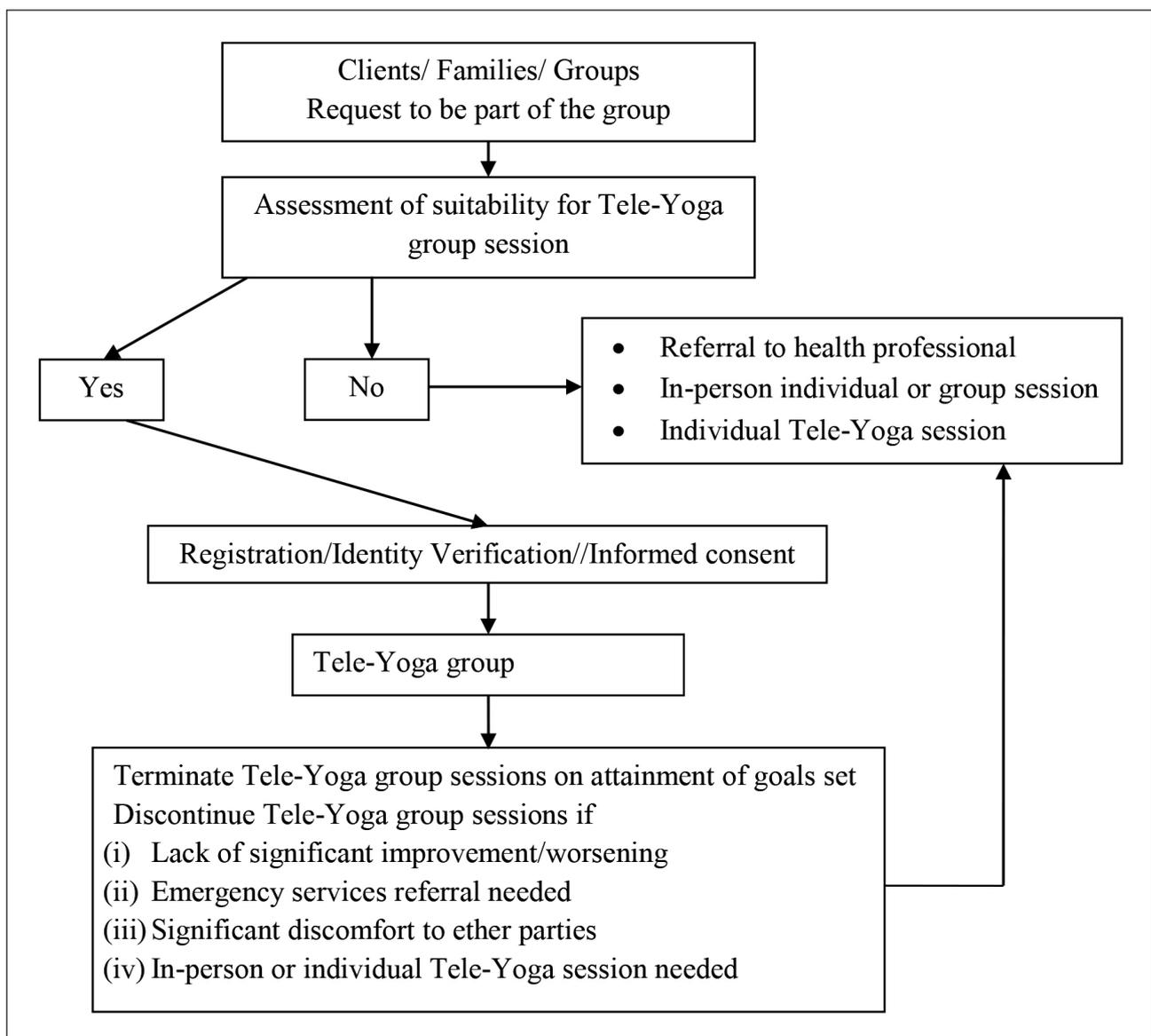
Yoga professionals work with families, groups or communities which is beneficial when resources are limited. Some salient features that must be borne in mind for conducting Tele-Yoga group sessions are:

- (i) Every new healthy individual can directly join for a Tele-Yoga group session. Every new patient should attend a minimum of 7 supervised individual in-person or individual Tele-Yoga therapy sessions. Decisions regarding switchover to group therapy can be made by Yoga therapists/instructors on the basis of client's understanding and need. A decision for the request made by a client for a Tele-Yoga group therapy session will be made by the Yoga therapist/instructor.
- (ii) **Number of group members:** Number of pre-registered clients/patients in a group Tele-Yoga session should not exceed ten subjects per session. For the patient population two yoga therapists should conduct such sessions (one conducting the session and the other should observe the patients and remain in personal touch with the patients through audio/video call for suggesting corrections/necessary precautions during the sessions), thereby maintaining a Yoga therapist patient ratio of 1:5 or smaller.
- (iii) Patients in Tele-Yoga group therapy sessions should have similar health problem/s and levels of severity.
- (iv) **Suitability of patients/clients:** Decisions about the suitability of clients/patients for online group interventions are required before including them in the group. This can be done either by in-person evaluation or evaluation of potential clients/patients through technology tools. Avoid making groups with heterogeneous populations e.g. young and elderly, patients with different health disorders.
- (v) **Informed consent:** Tele-Yoga group sessions can be effectively conducted only if an individual client/patient feels safe, comfortable and agrees to be a part of it. Members should agree to keep the names and identities of other group members confidential. The Yoga instructor must obtain the informed consent of all the Tele-Yoga group clients/patients before participating in the session.
- (vi) **Managing technology glitches:** Test the strength of your internet service before meeting the clients/patients via video conferencing to ensure that you can maintain a conference without signal loss or interruption. All other applications and notifications should be minimized to reduce the distractions during the sessions. Having a mock session with all patients/clients logging in from their location could help in the smooth functioning of the group sessions.
- (vii) **Registration of clients/patients:** All those interested to participate in a Tele-Yoga group session should register in advance with their contact details and verification documents. Once registered, they would be sent a meeting ID inviting them to attend the Tele-Yoga group session. The date/ time/ potential duration of future online group sessions need to be planned well in advance with the group (during the end of each session or via email).

- (viii) **Setting group norms:** Group norms should be discussed in the first session and reinforced in subsequent sessions to ease the clients/patients into the use of technology. A written agreement should be made that the Yoga therapist/ instructor/ patient/client/client/ will not record any sessions or other discussions (if any) unless agreed upon in advance with the group members. Yoga therapists/ instructors should assess the cultural, environmental and linguistic issues that need to be addressed as part of group norms in the first online group session itself.
- (ix) **Termination or discontinuation of sessions:** Use of a specific modality of technology may be temporarily terminated or discontinued by the Yoga therapist/ instructor for genuine reasons like the following:
- a. Significant discomfort/ pain/ restlessness is experienced by the clients/patients and/or Yoga therapist/Yoga instructor

### **Flowchart 3: Tele-Yoga Group Sessions**

(Not applicable to patients new to Yoga or new to a particular school of Yoga)



- b. Online Tele-Yoga group sessions are found to be unproductive or potentially detrimental
- c. In-person or Tele-Yoga individual sessions are warranted.

The reasons for the change of decision along with clear suggestions about other options available for continued care must be clearly explained to the clients/patients by the Yoga therapist/instructor. Any of the clients/patients can choose to withdraw from these sessions at any point in time. Further, during the session, if there are any difficulties in communication (technical) the session should be terminated and a new group session time/date should be given.

### Need for Emergency Services or Additional Services

The need for emergency services or medical management or psychiatric evaluation must be assessed at each Tele-Yoga session. In discussion with the /patient/client/, information about local emergency medical services (e.g. closest hospital)/ psychiatric services for management should be provided depending on need, in the event of exacerbation of symptoms or risk to self/others. This will be done for all clients, but more detailed discussions may be held with any patients with a past-history of any such exacerbations or events.

The yoga therapist/instructors must also be updated on local resources, e.g. state government medical colleges, hospitals, mental health professionals, crisis helplines and other organisations that can be contacted in case of injury, and more so in situations of worsening of symptoms and/or risk and/ or violence.

### Contraindicated Yoga Practices for Tele-Yoga Sessions

Following Yoga practices are considered to be contraindicated due to the associated risk with them and **are not to be taught during Tele-Yoga sessions.**

- 1) Hand, shoulder and head stands
- 2) *Bhastrika* with more than 20 strokes per minute or *Kapalabhati* with more than 40 strokes per minute or other fast breathing practices like *mukhadhuti*, dog breathing etc.
- 3) Maintaining any *asana*/ posture for more than 3 minutes except meditative and relaxation practices.
- 4) Advanced postures involving extreme stretching of the body such as crossing the legs around the neck.
- 5) Postures which require balance on only one leg (such as *vrikshasana*, *garudasana*) or extreme backward bend (*Poornachakrasana*/ *poornausturasana* or similar postures).
- 6) Forward bending poses in people with back pain.
- 7) All *Kriyas* except *Trataka* and *Kapalabhati* (not exceeding 40 strokes per minutes)

## Norms for Conducting Tele-Yoga Sessions

- (i) Tele-Yoga services are to be conducted only on appointment basis; emergency services do not fall within its purview.
- (ii) Appointments could be fixed via text messages or email or phone or any other similar medium of communication. Email communication or any other similar medium of communication may be used for sending resource material to clients/patients, if needed. Wherever possible email should be the most preferred medium of communication to share resource materials.
- (iii) A reasonably private, quiet and large space for sessions, for both therapist/instructor and client/patient, needs to be ensured before initiation of sessions. Arrange the environment to reflect professionalism. Before initiating a Tele-Yoga session, the angle of the camera and distance from the camera should be set for both the Yoga therapist/instructor and the /patient/client to see each other. It is important to consider standing, sitting, prone and supine postures while adjusting the camera. Patients are entitled to the same level of privacy during Tele-Yoga sessions as they would receive during in-person meetings. Conduct the Tele-Yoga sessions in a location where privacy is assured where others will not overhear/ see the proceedings of the session. Dress appropriately and professionally for the session.
- (iv) All other applications and notifications should be minimized to reduce distractions during the sessions.
- (vi) The date/ time/ frequency/ potential duration of Yoga session should be discussed in advance along with the procedure for rescheduling missed sessions or those interrupted due to problems with internet or mobile connectivity/ related issues. Recommended optimum duration for a single Tele-Yoga session would be 30-45 minutes.
- (vii) During the session, if there are any difficulties in communication (technical) the session can be terminated and a new appointment can be scheduled.
- (viii) The turnaround time for responding to email communication should also be specified by the instructor for each specific patient.
- (ix) Use of accessory materials such as props, braces, blocks etc. is permitted as per need.

**Yoga therapists/ instructors who offer Tele-Yoga services have the responsibility to understand the guidelines, utilize their professional discretion and engage in ethical practice that is in consonance with legal frameworks of India.**

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# Appendices



# Appendix 1

## Assent Form for Children

### PARENT/ GUARDIAN INFORM CONSENT FORM

**Parent/ Guardian Informed consent for video consultation with Yoga therapists/instructors for Tele-Yoga session with child or adolescent at -----** (insert Name of the Professional/ Organization/ Unit providing the services)

#### General Information provided to me

##### *About Tele-Yoga services*

*Tele-Yoga* is an integrating practice of breathing exercises, Yoga postures, and meditation for empowering individuals to improve resilience of the body and mind for patient population. It is not only preventive or curative but facilitates healing in the person at all five layers of existence [Panchakosha: *Annamayakosha* (physical level), *Pranamayakosha* (vital energy level), *Manomayakosha* (mental level), *Vijnanamayakosha* (discernment level), and *Anandamayakosha* (Blissful state)] as holistic approach. It promotes self-care and enhances overall well-being. *Tele-Yoga therapy* begins with a Yoga therapist by understanding the background of the care-seeker (patient) and concerns that led them to seek help. Following this, the patient and Yoga therapist come to an agreement about the goals of treatment, treatment procedures, and a regular schedule for the time, place and duration of their treatment sessions.

*Tele-Yoga service* refers to the provision of Yoga therapy session using tele-communication technologies including email, text messaging, video conferencing, online chat, messaging or internet phone. *Tele-Yoga session* would typically involve all aspects of Yoga i.e., Yoga posture, breathing exercises, meditation, relaxation techniques etc.

##### *Possible limitations to care:*

I understand that video/ audio session has its own limitations as compared to in-person sessions with my child and some details could potentially be missed out despite the Yoga therapist's/ instructor's best effort.

I understand that Tele-Yoga services are provided by appointment only and that these sessions for my child are not suitable for help during crisis or emergency. I understand that the Yoga therapist/instructor contacted during a set appointment would evaluate my child's needs and guide me about the most suitable option for Yoga intervention in that context (Tele-Yoga therapy/ in-person Yoga therapy/ crisis intervention/ emergency services).

***Responsibility for adverse events:***

I understand that Yoga session/therapy does not have any side effects but may make you tired and it can cause some temporary soreness of the muscles of the body, cramps and muscle catch. It is possible that it may also cause some problems that I am not aware of. However, I will follow a Yoga therapist/instructor and keep track of any unwanted effects or any problems, or I may stop one or more practices if it is found to be counterproductive to my child. At the same time, I agree to not hold my child's Yoga therapist responsible, should any events such as lack of improvement, deterioration or situations of potential risk of harm to self or others, occur during video/audio session. I understand that in such situations I may be advised to obtain treatment for my child at the nearest available emergency services.

***Confidentiality and Recording:***

I understand that this audio/ video session is strictly confidential. I agree to use a secure line/ connection to my child for these sessions, in a relatively quiet and private space. I understand that my child's Yoga therapist/instructor will not audio or video record the session (either on mobile, using an app or online) and will not share the proceedings of this session with any other individual or agency. However, with my consent, my child's assent, my child's Yoga therapist/instructor could use it to have their work supervised or for training of professionals. Apart from this, the details of the consultation would be shared only with a court of law, if mandated.

Notes of the Tele-Yoga session will be maintained by my child's Yoga therapist/instructor and stored in a safe location. I understand that these session notes can be made available to me, in the standard session record format, on my explicit request.

I also undertake that the proceedings of these sessions are not to be recorded, shared or disseminated by my child, me or my relatives / other contacts to any third person or through social media. However, despite safety measures taken, there are chances for breach in security in technology. In such instances, both patient and Yoga therapist/instructor will not hold the other responsible for the breach.

***Payment and Billing***

I understand that these sessions will be charged at the same rate as in-person sessions or at a lower rate that would be discussed before beginning sessions. The timing and mode of payment will be discussed with me.

I understand that my consent expressed online would suffice for me to receive Tele-Yoga services.

I understand that my child's Yoga therapist/instructor will discuss the tele and audio options that are available and suitable and that we will decide on what to use, considering my preference as well as the suitability of an option as assessed by my Yoga therapist/instructor.

I understand that if there are any difficulties in communication (technical) during the session, it will be terminated and a new appointment will be scheduled.

I understand that I have the freedom to withdraw from these sessions at any time if I wish. I understand that my child's Yoga therapist/instructor may also temporarily stop or discontinue

these audio/ video sessions/ recommend any other method or line of treatment if either of us experience any difficulty in the process which is in my best interest.

-----

### Consent

I hereby provide my informed consent for my child to undergo Tele-Yoga session with -----  
----- (insert Name of the Professional/ Organisation/ Unit providing the Service).

#### Contact information

My current residential address and phone number:

-----

The contents of this form have been explained to me in a language that I understand

After reading/ listening to and understanding all of the above, I am giving my consent for:

Telephone/ audio sessions                      Yes                      No

Video sessions                                      Yes                      No

By returning this form, I indicate consent for these sessions.

**Name:**

**Date:**

## Appendix 2 Informed Consent for Patients

### PATIENT INFORMED CONSENT FORM

**Informed consent for video/audio session with Yoga therapist for Tele-Yoga at -----  
-----** (Insert Name of the Professional/ Organization/ Unit providing the Service)

#### General Information provided to me

##### *About Tele-Yoga therapy*

*Tele-Yoga* is an integrating practice of breathing exercises, Yoga postures, and meditation for empowering individuals to improve resilience of the body and mind for patient population. It is not only preventive or curative but facilitates healing in the person at all five layers of existence [Panchakosha: *Annamayakosha* (physical level), *Pranamayakosha* (vital energy level), *Manomayakosha* (mental level), *Vijnanamayakosha* (discernment level), and *Anandamayakosha* (Blissful state)] as holistic approach. It promotes self-care and enhances overall well-being. *Tele-Yoga therapy* begins with a Yoga therapist by understanding the background of the care-seeker (patient) and concerns that led them to seek help. Following this, the patient and Yoga therapist come to an agreement about the goals of treatment, treatment procedures, and a regular schedule for the time, place and duration of their treatment sessions.

*Tele-Yoga* services refers to the provision of Yoga therapy session services using tele-communication technologies including email, text messaging, video conferencing, online chat, messaging or internet phone. *Tele Yoga* would typically involve all aspects of Yoga i.e., Yoga posture, breathing exercises, meditation, relaxation techniques etc.

What I have understood about Tele-Yoga Services

##### *Possible limitations to care:*

I understand that video/audio session has its own limitations as compared to in-person sessions and some details could potentially be missed out despite the Yoga therapist's/instructor's best effort.

I understand that Tele-Yoga services are provided by appointment only and that these sessions are not suitable for help during crisis or emergency.

***Responsibility for adverse events:***

I understand that Tele-Yoga services does not have any side effects but may make you tired and it can cause some temporary soreness of the muscles of the body, cramps and muscle catch. It is possible that it may also cause some problems that I am not aware of. However, I will follow my Yoga therapist/instructor and keep track of any unwanted effects or any problems, or I may stop one or more practices. At the same time, I agree to not hold my Yoga therapist/instructor responsible, should any adverse events, such as lack of improvement, deterioration or situations of potential risk of harm to self or others, occur during video/audio session. I understand that in such situations I may be advised to obtain treatment at the nearest available emergency service.

***Confidentiality and Recording:***

I understand that this audio/ video session is strictly confidential. I agree to use a secure line/ connection for these sessions, in a relatively quiet and private space. I understand that my Yoga therapist/instructor will not audio or video record the session (either on mobile, using an app or online) and will not share the proceedings of this session with any other individual or agency. However, with my consent, my Yoga therapist/instructor could use it to have their work supervised or for training of professionals. Apart from this, the details of the consultation would be shared only with a court of law, if mandated.

Notes of the Tele-Yoga session will be maintained by my Yoga therapist/instructor and stored in a safe location. I understand that these session notes can be made available to me, in the standard session record format, on my explicit request.

I also undertake that the proceedings of these sessions are not to be recorded, shared or disseminated by me or my relatives/ other contacts to any third person or through social media. However, despite safety measures taken, there are chances for breach in security in technology. In such instances, both patient and Yoga therapist/instructor will not hold the other responsible for the breach.

***Payment and Billing***

I understand that these sessions will be charged at the same price as in-person sessions or at a lower price that would be discussed before beginning sessions. The timing and mode of payment will be discussed with me. I understand that my consent expressed online would suffice for me to receive Tele-Yoga services. I understand that my Yoga therapist/instructor will discuss the tele and audio options that are available and suitable and that we will decide on what to use, considering my preference as well as the suitability of an option as assessed by my Yoga therapist/instructor. I understand that if there are any difficulties in communication (technical) during the session, it will be terminated and a new appointment will be scheduled. I understand that I have the freedom to withdraw from these sessions at any time if I wish. I understand that my therapist may also temporarily stop or discontinue these audio/ video sessions/ recommend any other method or line of treatment if either of us experience any difficulty in the process and in my best interest.

## Consent

I hereby provide my informed consent for video/audio sessions for Tele-Yoga session at -----  
----- (insert Name of the Professional/ Organization/ Unit  
providing the Service).

### *Contact information*

My current residential address and phone number:

The contents of this form have been explained to me in a language that I understand

After reading/ listening to and understanding all of the above, I am giving my consent for:

### *Tele-Yoga for therapy*

|                           |     |    |
|---------------------------|-----|----|
| Telephone/ audio sessions | Yes | No |
| Video sessions            | Yes | No |

By returning this form, I indicate consent for these sessions.

**Name:**

**Date:**

## Appendix 3

# Sample Tele-Yoga Session Record Form

(Name of the Institute/ Hospital/ Centre with Address)

**Record No:**

Yoga Therapist/instructor Session Notes

Session: Individual/ Group

Number of patients (For group sessions):

Patient Name:

Age/ Gender:

Diagnosis (if applicable):

Session number & date:

Duration of Session:

Objectives of the Session:

- 1.
- 2.
- 3.
- 4.

Key issues addressed:

Yoga therapy/ instructor techniques used:

Yoga therapist/ instructor observation and reflections:

Next scheduled session (date & time; therapist/ instructor name) & plan:

**Yoga Therapist/ instructor**

Name:

Date:

Qualifications:

Signature:

**Supervised by (if applicable)**

Name:

Date:

Qualifications:

Signature:

## Appendix 4

### Feed-back Form for Tele-Yoga Session

| Item  | Definition  | Rating | Reason for Rating |
|---|---|--------|-------------------|
| <b>A. Instruction assessment</b>                                  | Refers to the assessment of the process of delivering instructions of practices by the trainer to the patients with utmost clarity.   |        |                   |
| 1. Knowledge and competency of anatomy, physiology and techniques | Trainer had 3-Dimensional understanding of body and movements; complex understanding of joints, movements, Range of Motion, Muscles involved with movement. He/ she has included evidence based knowledge of techniques (scientifically proven)   |        |                   |
| 2. Introduction of self and Clarity (of theme and speech)         | Trainer introduced himself/herself, clarified the objective/ goal of class, and had clarity of instructions.  |        |                   |
| 3. Pace and Delivery of instruction.                              | The instructions were delivered one at a time, and multiple instructions were avoided. The trainer gave enough gaps between postures to enable the practitioners to understand and feel the practice.   |        |                   |
| 4. Short and precise instructions:                                | Too much explanation about the practices was avoided. Instructions were crisp and to the point  |        |                   |
| 5. Command over language  | The trainer, had thorough knowledge of the language, to enable better delivery of instructions. Used words that were easily understandable and that could connect with the general population in class. Jargons or anatomical references were avoided. Used correct pronunciation of words and terms. |        |                   |
| 6. Voice modulation/ audibility                                   | The tone used while instructing varied according to the objective of the practice. Tone used was firm while getting into the posture and soft for relaxing practices. The voice was loud enough for the practitioners to understand and to be engaged through practice.                               |        |                   |

| Item  | Definition  | Rating | Reason for Rating |
|---|---|--------|-------------------|
| 7. Flow of instruction (body, breath, mind) | Indications and contra-indications were mentioned before practice. Instructions were sequenced to help move into the posture step by step. Instructions assisted movement of awareness in the sequence of body, breath and mind.                          |        |                   |
| 8. Repetition of point of reference:        | Trainer repeated key- words used for the same posture regularly to ensure student’s comfort.  |        |                   |
| 9. Confidence                               | Trainer showed confidence in delivering instructions- based on the knowledge, voice tone, and audibility. Trainer was confident and convincing. The students were able to trust the teacher.  |        |                   |
| <b>B. Technique Assessment</b>              | Refers to the assessment of the teaching methods of the trainer which enables delivery of an effective and a well-structured session.   |        |                   |
| 1. Demonstration                            | The trainer demonstrates the practice step-wise with the starting, holding, releasing and counter posture (if any) before instructing the practitioners to do the same. The demonstration was visible to all the students of the class.                   |        |                   |
| 2. Relaxation                               | The session included relaxation techniques.   |        |                   |
| 3. Observant                                | The trainer was able to assess each person’s commitment, body language and competency. He/ she also had the ability to modify the technique to suit the students by thinking on the spot.   |        |                   |
| 4. Alignment and Correction                 | Trainer emphasized the key-points on muscles to be engaged and joints to work on during each step so as to accomplish perfect alignment. Trainer was able to correct and assist the student to enable achievement of final posture with proper alignment. |        |                   |
| 5. Awareness during and after practice      | Trainer was able to build the aspect of mindfulness to enable practitioners to acknowledge the effect of practices.   |        |                   |
| 6. Suggestion of alternate postures         | Trainer modified the practice based on the student’s capability while maintaining the effectiveness of the practice.  |        |                   |

| Item  | Definition  | Rating | Reason for Rating |
|---|---|--------|-------------------|
| 7. Plan and structure   | The class was planned and structured based on objective, specific to ailment and contraindication of the student population. The sequence of the class helped one practice to move into the next. |        |                   |
| 8. Coordination of breath with movements                                  | Trainer instructed the physiology of breath, stating when to inhale and when to exhale during the practice. Breathing was coordinated with body movements.  |        |                   |
| 9. Gaze during asana  | Trainer mentioned the gaze/ drushti specific to the asana for better focus and concentration.   |        |                   |
| 10. Time management   | The time frame of class was maintained, and all aspects of asana, pranayama, meditation and relaxation was capsulated within the time frame of class  |        |                   |
| 11. Effortless delivery   | The flow of techniques and instruction were clear and free-flowing  |        |                   |
| <b>C. Inter-Personal Assessment</b>                                       | Assessment of the relationship and communication between the trainer and the patients   |        |                   |
| 1. Compassionate  | Trainer was compassionate and empathetic with students.   |        |                   |
| 2. Patience   | Trainer was patient with the student's queries and pace of practice. Trainer was a good listener and open to feedback from students.  |        |                   |
| 3. Firm but not forceful  | Trainer was firm but not compulsive with students to get into the final posture.  |        |                   |
| 4. Conduct of teacher (punctuality, discipline, commitment, presentation) | Trainer carried him/ herself well inside and outside class with respect to punctuality, discipline, commitment and presentation.  |        |                   |
| 5. Know the history of patients   | Trainer had the understanding of the case history of the student, their background, and ailment.  |        |                   |
| 6. Constant feedback  | Trainer was open to continuous feedback from patients to modify the program to suit their needs.  |        |                   |

| Item  | Definition  | Rating | Reason for Rating |
|---|---|--------|-------------------|
| 7. Personal attention:  | The trainer was impartial. Equal attention was given to all students.   |        |                   |
| 8. Motivating   | Trainer used motivating words to appreciate the patient's effort to help them take the practice to the next step.   |        |                   |
| 9. Interactive  | Verbal- Trainer spoke to students casually and affectionately about their health, hobbies etc apart from session. Non- Verbal- Trainer initiated corrections through touch if the patient was open to the same. He/ she had a gentle smile to help take away strangeness. |        |                   |
| 10. Approachability   | Trainer was friendly and approachable   |        |                   |
| <b>D. Program Assessment</b>  | Evaluation of the course, length content and quality of the program.  |        |                   |
| 1. Pace of teaching (simple to complex)                             | The teaching module was a gradual shift from simple to complex techniques and practices.  |        |                   |
| 2. Effectiveness of program   | The program brought about physical (symptomatic) or/ and psychological (well-being) changes   |        |                   |
| 3. Clarity and simplicity of material and program                   | The program was delivered with utmost clarity. The training and material was suitable and easy to understand and practice   |        |                   |
| 4. Quality of Technical infrastructure (light/ video/ audio output) | The audio, video and lighting were clear and enabled proper hearing and viewing of the practices during relay sessions.   |        |                   |
| 5. Quality of teachers  | Trainer had competence in knowledge about the subject, showed commitment and was able to effectively deliver a session  |        |                   |
| 6. Length of program  | The course duration was appropriate and suitable  |        |                   |
| 7. Satisfaction with the program.                                   | There was a feeling of goodness with the program. Program met the expectation and needs of the patients. Program content and structure met its objective  |        |                   |

| <b>Item</b>               | <b>Definition</b>   | <b>Rating</b> | <b>Reason for Rating</b> |
|---------------------------|---|---------------|--------------------------|
| 8. Program take away      | The trainer advised components that can be practiced in everyday life.                  |               |                          |
| 9. Program recommendation | You will recommend this program to others.  |               |                          |
| 10. Holistic program      | Program had all the components of Yoga, i.e asana, pranayama, meditation and relaxation |               |                          |
| 11. Ambience of place     | The place was well-ventilated, spacious, and well-lit.                                  |               |                          |
| 12. Overall experience    | Overall experience of the program   |               |                          |



