**Section 245.110 Inspections and Investigations**

a) *The Department will conduct such investigations and inspections* of licensed agencies and of persons suspected of operating an agency without a license *as it deems necessary to assess compliance with the Act* and this Part. (Section 9.01 of the Act)

b) Agencies shall facilitate any necessary visits by the Department's staff to patients or clients in their homes during the Department's investigations or inspections. The Department will obtain *consent from the patient* *or client* prior to conducting *direct observation of patient care or the provision of home services in the home during an investigation or inspection*. (Section 9.01 of the Act)

c) *Agencies shall make available to the Department all books, records, policies and procedures, or any other materials requested during the course of an investigation or inspection*. (Section 9.01 of the Act)

(Source: Amended at 32 Ill. Reg. 8949, effective June 5, 2008)