The Australian Medicare Local Alliance, through funding from the Department of Health and Ageing has been able to place 13 telehealth support officers (TSOs) throughout Medicare Locals (MLs) around the country. A further six MLs independently obtained funding through the same tender. Since their placement, beginning July 2012 valuable lessons have been learnt about uptake of telehealth in rural general practice. These include using simple technology, developing a sustainable model by introducing regular telehealth clinics and when possible consulting with their usual specialists. Those who have championed the new method of clinical care have been young, old, techno-savvy and techno-phobic—the one thing they have in common is the willingness to enact change for the benefit of the patient. The use of videoconferencing in rural general practice goes far beyond clinical benefits. Clinicians can link up with colleagues, education providers and collaborative care teams, improving the retention of a rural workforce.